

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012417512

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG8BN [REDACTED]

Report#: SSV012417512

Zone/Cd: 35-68348

Model Year: 2011

Open Date: 08/05/2012

Name: KOONS CHRYSLER DODGE JEEP RAM

Make/Model: CHRYSLER

Mileage: 6000

Address: 2050 CHAIN BRIDGE RD

200 LIMITED

Warr Built Dt: 05/02/2011

VIENNA, VA 221822531

JSCL41

Supplier RP:

Phone: 703 448-7100

Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6116110076)

703 356-0400

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser

#:K0601D1135)

Plant: STERLING HEIGHTS ASSEMBLY PLANT

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

MDH: 050223

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
-------------	------------------	----------	-----------	---------	---------

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
-----	-----------------	------	---------

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE ENGINE CUT OFF WHILE DRIVING CK PCM CONNECTOR AND THERE OK NO PROBLEM WAS NOTICE VEH START AFTER CUT OFF WITH NO PROBLEM AT ALL ...REQUESTED MORE INFO FROM COSTUMER AND SHE SAID ALL ACCESORIES WILL TURN OFF WHEN VEH CUT OFF..

Service Action: EVER, MAKE SURE THE PCM IS UP TO DATE. WIGGLE TEST THE PCM HARNESS NEAR AND AT ALL THE PCM CONNECTORS, INSPECT THE PCM TERMINALS FOR BEING SPREAD, BENT, LOOSE, BACKED OUT. CHECK THE HARNESS NEAR THE TRANS MOUNT FOR CHAFS/RUBS. SEE STAR CASES S1108000062 & S1108000052. EVER, AFTER DIE OUT WAS THE VEHICLE AN EASY RESTART DO YOUR BEST TO DUPLICATE THIS ISSUE AS WE HAVE NO CODES SETTING. NO KNOWN COMMON ISSUES FOR THIS CONCERN ON THIS VEHICLE, ADVISE INSPECT CANNISTER FOR RAW FUEL AND PURGE FOR STICKING POSSIBLE CUST OVERFILLING THE VEHICLE. EVER, I WOULD BE TRYING TO DO A RECORDING AND SEE IF YOU CAN CATCH SOMETHING CASEING THE DIE OUT. CHECK ALL POWERS AND GROUNDS. STAR IS WORKING WITH THE SERVICING DEALER TO EFFECT COMPLETE RESOLUTION. TAPS ASSISTANCE NOT REQUIRED AT THIS TIME. NONE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012423415

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG4BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6062110170)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
 #:K0821D3664)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 032413

Report#: SSV012423415
Open Date: 08/02/2012
Mileage: 17443
Warr Built Dt: 03/24/2011
Supplier RP:

Zone/Cd: 42-68960
Name: WESTGATE CHRYSLER JEEP DODGE I
Address: 2695 EAST MAIN STREET
 PLAINFIELD, IN 46168
Phone: 317 839-6554

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:RANDOMLY WHEN DRIVING VECH DIES RPM GOES UP AND DOWN THEN DIES HAPPEN VERY RANDOMLY

Service Action:RONALD,RELEARN THE ETC SYSTEM.MAKE SURE THERE ARE NO AFTERMARKET ACCESSORIES POSSIBLY CAUSING THE PROBLEM OR ANY ACCESSORIES OF AFTERMARKET ITEMS LIKE A GPS OR SMART PHONE THAT MAY BE CAUSING THE CONCERN,CUSTOMER REMOVES THE ITEM PRIOR TO DROP OFF AT THE DEALER.SEE IF THE CONCERN HAPPENS AFTER A FUEL FILL EVENT.TALK TO THE CUSTOMER SEE IF THE VEHICLE IS SHUDDERING WHEN COMING TO STOP,LIKE A POSSIBLE VALVE BODY OR TORQUE CONVERTER ISSUE,COULD BE A TRANS RELATED ISSUE.GET SOME DETAILS FROM THE CUSTOMER ON THE CONDITIONS OF WHEN THE STALL DIE OUT WAS EXPERIENCED.LIKE IF EXITING THE FREEWAY AFTER DRIVING WITH TCC LOCKED UP. CUST HASNT CAME BACK SENSE DOING WHAT I WAS TOLD TO DO

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012251712

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD2FG9BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER LUX
 JSDL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6316010297)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3370D2025)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 010306

Report#: SSV012251712
Open Date: 07/22/2012
Mileage: 19400
Warr Built Dt: 01/03/2011
Supplier RP:

Zone/Cd: 66-45443
Name: US 1 CHRYSLER DODGE JEEP
Address: 2624 HAWKINS AVE
 SANFORD, NC 273309633
Phone: 919 775-5588

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:TECHCONNECT REFERENCE TICKET #224119 CUSTOMER STATES THAT CAR WILL STALL AND HAS TO BE RESTARTED. SEVERAL MILES HAVE BEEN TEST DRIVEN AND VEHICLE HAS NOT STALLED. VEHICLE COMES IN WITH TRANS FAULT CODES P0734, P0792 AND THE LIGHT GOES OUT WHILE ON TEST DRIVES OR ALREADY STORED WHEN VEHICLE COMES IN ,YET CUSTOMER STATES THAT SHE NEVER HAS A TRANS PROBLEM, AND IT IS NEVER IN LIMP MODE SHE ALWAYS LEAVES VEHICLE RUNNING, IS THERE ANYWAY THAT THESE FAULTS COULD CAUSE A STALLING CONCERN WE BELEIVE THAT EVERY TIME THE CODES SET IT STALLS SO CUST HAS TO RESTART WHICH WOULD MASK THE TRANS IN LIMP MODE SINCE IT IS ALWAYS A STORED FAULT.WHEN TRYING TO DO CLUTCH TEST 1,2, AND REVERSE OK BUT CANT PERFORM 3 OR 4 ALWAYS GET NEGATIVE RESPONSE. I HAVE BEEN ABLE TO DUPLICATE THE FAULT CODES BY PUTTING VEHICLE IN AUTO STICK MODE AND DRIVING IN 4 BUT I CANT GET STALL CONDITION

Service Action:DOUG SO CODES ARE BEING SET BUT NO LIMP IN AT TIME OF CODES BEING SET NEVER SEEN THAT ONE BEFORE.THESE TWO CODES PERTAIN TO COMPOUNDER ISSUE /TRANSFER SPEED SENSOR CUTTING OUT/SENSOR CONNECTOR BAD CONNECTION/WIRING AT TRANS HARNESS NEAR LEFT HALFSHAFT RUBBING THREW.FOR BOTH THE

STALLING CONCERN AND POSSIBLY CODES SETTING IS PCM ISSUE. WHAT ARE THE CVI READINGS CLEAR CODES AND ROAD TEST AND TRY TO DUPLICATE CONCERN. CHECK HARNESS NEAR PCM FOR RUB THROWS TO GROUND. STALLING CONCERN IS A 5V CIRCUIT/SENSOR SHORTING TO GROUND OR PCM ISSUE. IF YOU CAN PUT AUTOSTICK IN 3 POSITION (AND IN A OPEN AREA) RUN VEHICLE UP TO 35 MPH AND LET VEHICLE COAST WITHOUT TOUCHING BRAKES DOWN TO 1 MPH AND THESE TWO CODES SET--THEN ISSUE IS WITH COMPOUNDER OR TRANSFER SPEED SENSOR DROPPING OUT. IF IT S NOT DROPPING OUT THEN REPLACE ALL THREE PISTONS IN COMPOUNDER. BALANCE PISTON/LR/AND DC PISTONS. STALLING MAY BE A PCM ISSUE. AFTER REVIEWING THE CONCERN THE DEALER IS ADVISED TO CONTINUE WORKING WITH STAR TO IDENTIFY THE CONCERN AND PROCEED ON A COURSE OF ACTION. WHY HAS THE CONCERN NOT BEEN DATA RECORDED THE PURPOSE OF A DATA RECORDER IS TO ASSIST IN THIS REGARD. WHY HAS THE LAST CONTACT WITH STAR BEEN ON THE 18TH APR 2012 WHEN THE CONCERN HAS BEEN ON GOING TAPS INVOLVEMENT NOT REQUIRED AT THIS TIME. . CASE DID NOT CLEAR TRANS REPAIR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012350452

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1C3BC7EG4BN [REDACTED]</p> <p>Model Year: 2011</p> <p>Make/Model: CHRYSLER 200 LIMITED CONVERTIBLE JSCX27</p> <p>Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6096110609)</p> <p>Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0881D2572)</p> <p>Plant: STERLING HEIGHTS ASSEMBLY PLANT</p> <p>MDH: 041213</p>	<p>Report#: SSV012350452</p> <p>Open Date: 07/22/2012</p> <p>Mileage: 13036</p> <p>Warr Built Dt: 04/12/2011</p> <p>Supplier RP:</p>	<p>Zone/Cd: 42-66262</p> <p>Name: SUBURBAN CHRYSLER JEEP DODGE</p> <p>Address: 24315 HAGGERTY NOVI, MI 48375</p> <p>Phone: 248 476-7900</p>
---	---	---

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE STALL IN STOP AND GO TRAFFIC

Service Action:DEAN, SAID STALLS WHEN STOPPED\r\nADVISED TECH TO CHECK THE TRANS FLUID. TRY A CRANK SENSOR. W

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012392621

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3CCBAG9CN [REDACTED]
Model Year: 2012
Make/Model: CHRYSLER
 200 LX
 JSCH41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6061220133)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0592D3430)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 031307

Report#: SSV012392621
Open Date: 07/22/2012
Mileage: 2914
Warr Built Dt: 03/13/2012
Supplier RP:

Zone/Cd: 35-23251
Name: ANTWERPEN MOTOR CARS LTD
Address: 6440 BALTIMORE NATIONAL PIKE
 BALTIMORE, MD 21228
Phone: 410 788-6600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: NO START CONDITION HAD CODE P0688 ASD/MAIN CIRCUIT SWAPPED RELAY VEHICLE STARTED STALLED AFTER 5 MINUTES WOULD NOT RESTART CODE CAME BACK PERFORMED DIAG SHEET CHECKED FROM RELAY TO PCM CONTROL CIRCUIT HAD .007 OHMS STEP 4 CHECK CONTROL CIRCUIT FOR SHORT TO GROUND HAD INFINITE READING STEP 5 CHECK FOR POWER AT FUSED B+ CIRCUIT AT RELAY GOOD STEP 6 CHECKED HARNESS AND REPLACE PCM IF NO WIRING ISSUES FOUND NO ISSUES SENT REPORT UNDER VEHICLE VIN AS FILE NAME NOTE WHEN SENT REPORT ALL OF A NSUDDEN HAD CODE FOR NO.6 INJECTOR CIRCUIT OPEN P0206 SUSPECT PCM NO WANTED TO SEE IF YOU CONCUR BEFORE REPLACING A PCM

Service Action: JOHN, SO WAS THE PCM REPLACED YET JOHN, LETS GO AHEAD AND REPLACE IT AND RE-EVALUATE FOR THE VEHICLE CONCERN. BRYAN. PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012000621

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG3BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6126110163)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1171D3095)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 051717

Report#: SSV012000621
Open Date: 07/19/2012
Mileage: 6107
Warr Built Dt: 05/17/2011
Supplier RP:

Zone/Cd: 70-67183
Name: ANDERSON CHRY-JEEP-DODGE
Address: 3920 N HIGHWAY 95
 LAKE HAVASU CITY, AZ 86404
Phone: 928 764-5153

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:ENGINE STALLS WHEN COMING TO A STOP

Service Action:RYAN,CHECK FOR ANY AFTERMARKET ACCESSORIES THAT COULD BE POSSIBLY CAUSING THE ISSUE,WIGGLE TEST THE PCM HARNESS NEAR AND AT ALL THE PCM CONNECTORS,INSPECT THE PCM TERMINALS FOR BEING SPREAD,BENT,LOOSE,BACKED OUT.CHECK THE HARNESS NEAR THE TRANS MOUNT FOR CHAFS/RUBS.SEE STAR CASES S1108000062 & S1108000052. IF NEEDED RELEARN THE T/B. CUSTOMER CONCERN COULD NOT BE DUPLICATED. RETURNED VEHICLE TO CUSTOMER. ADDITIONAL INFORMATION REQUIRED. DPM5 T/A WEST, INSPECTED VEHICLE DUE TO CUSTOMER STILL STATING THAT VEHICLE SHUTS DOWN OCCASIONALLY WHEN COMING TO A STOP DEALER STATES THAT CUSTOMER INDICATED THAT THIS HAS OCCURRED 6 TIMES IN 14,000 MILES. NO P-CODES EVER. NO P-CODES NOW. INSPECTED WIRE HARNESS AT LEFT MOTOR MOUNT FOR CHAFE DAMAGE, NONE. TEST DROVE THE VEHICLE 60+ MILES IN STOP AND GO TRAFFIC AND HIGHWAY STOP AND GO, VEHICLE HAD ZERO ISSUES. WAS UNABLE TO DUPLICATE PROBLEM. VEHICLE NEVER RETURNED TO SHOP.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012189753

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6035110363)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0211D1115)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 022212

Report#: SSV012189753
Open Date: 07/16/2012
Mileage: 20967
Warr Built Dt: 02/22/2011
Supplier RP:

Zone/Cd: 66-62869
Name: BENSON CHRY-DODGE-JEEP
Address: 400 W WADE HAMPTON BLVD
 GREER, SC 296501537
Phone: 864 877-0161

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE CUTS OFF WHILE COMEING TO A STOP AT TIMES. CUSTOMER HAD FLIGHT RECORDER SINCE LAST ENTRY. SHE STATED IT CUT OFF TWO TIMES BUT BOTH TIMES THE FLIGHT RECORDER WAS UNPLUGGED AT THE OBD CONNECTOR EACH TIME.

Service Action:TOMMY,SINCE THE CUSTOMER HAS MENTIONED \ BUY BACK\ OUR PROTOCOL REQUIRES THE CASE BE ESCALATED.I WILL FORWARD THIS CASE TO THE MASTER CONSULTANT FOR REVIEW.RELEARN THE ETC SYSTEM.MAKE SURE THERE ARE NO AFTERMARKET ACCESSORIES POSSIBLY CAUSING THE PROBLEM OR ANY ACCESSORIES OF AFTERMARKET ITEMS LIKE A GPS OR SMART PHONE THAT MAY BE CAUSING THE CONCERN,CUSTOMER REMOVES THE ITEM PRIOR TO DROP OFF AT THE DEALER.INSPECT THE WIRE HARNESS AND CKP SENSOR AND CKP HARNESS WIRING AS OUTLINED IN THE STAR CASES THAT WERE RECOMMENDED ON THE LAST TICKET.SEE IF THE CONCERN HAPPENS AFTER A FUEL FILL EVENT.TALK TO THE CUSTOMER SEE IF THE VEHICLE IS SHUDDERING WHEN COMING TO STOP,LIKE A POSSIBLE VALVE BODY OR TORQUE CONVERTER ISSUE,COULD BE A TRANS RELATED ISSUE.GET SOME DETAILS FROM THE CUSTOMER ON THE CONDITIONS OF WHEN THE STALL DIE

OUT WAS EXPERIENCED.LIKE IF EXITING THE FREEWAY AFTER DRIVING WITH TCC LOCKED UP. STAR:FORWARD CASE TO M/C,CUSTOMER MENTIONS BUY BACK. TOMMY, ADVISED TO ATTEMPT TO OBTAIN A DATA RECORDING OF THE STALLING EVENT. TOMMY, CONTINUE TO ATTEMPT TO OBTAIN A DATA RECORDING OF THE EVENT. WE NEVER COULD GET A RECORDING BUT JOHN JOHNSON ADVISED US TO REPLACE THE ESIM AND SECURE WIRING HARNESS AT THE LEFT REAR CYLINDER HEAD. CUSTOMER AS NOT COMPLAINED SINCE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012238295

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG6BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6062110234)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
 #:K0731D1496)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 031806

Report#: SSV012238295
Open Date: 07/15/2012
Mileage: 6703
Warr Built Dt: 03/18/2011
Supplier RP:

Zone/Cd: 35-60136
Name: FAIR OAKS CHRYSLER JEEP DODGE
Address: 4170 AUTO PARK CIRCLE
 CHANTILLY, VA 20151
Phone: 703 961-9900

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:INTERMITTENT STALL AT LIGHT

Service Action:RON IS SENDING DATA RECORDINGS ON THIS CONCERN ADVISE WILL REVIEW AND CONTACT THE TECH. HAS RECORDING BEEN REVIEWED.\r\n\r\nADVISED THE CALLER THAT JOE SAID HE WILL BE CALLING BACK SHORTLY. RON REVIEWED RECORDEINGS ADVISE TO GET ANOTHER RECORDING WITH MORE INFO ON THE TEMPLATE NEED TO SEE COIL DATA. HASNT STALLED SINCE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012245739

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC8FG8BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200S
 JSCR41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6159110325)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1591D1270)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 062906

Report#: SSV012245739
Open Date: 07/15/2012
Mileage: 5500
Warr Built Dt: 06/29/2011
Supplier RP:

Zone/Cd: 32-23153
Name: WESTBURY JEEP CHRYSLER DODGE,
Address: 100 JERICO TPKE
 JERICO, NY 117531004
Phone: 516 333-2666
 516 997-3900

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CUST STATES LURCHES FOWARD WHILE AT A LIGHT. ALSO WILL STALL OUT WHILE AT A LIGHT. WE TEST DROVE VEHICLE 140 MILES. NO STALLING. CUST PICKED UP CAR, SAYS IT STALLED NEXT DAY. GOT VEHICLE BACK IN SHOP NO CODES IN ANY SYSTEM. CHECKED FUEL SYSTEM AND PURGE. AND ALL FUEL TRIMS ALL LOOK GOOD DID WIGGLE TEST ON ALL WIRING ALL GOOD. I HAVE 3 3.6 2011 CARS WITH SAME COMPLAINT.

Service Action: NICHOLAS, YOU WILL NEED TO DUPLICATE BEFORE ANY PARTS CAN BE REPLACED. WE AT STAR HAVE NO KNOWN ISSUES IN OUR DATA BASE.....DOUG. NICHOLAS, YOU WILL NEED TO DUPLICATE THE STALLING ISSUE. WE HAVE NO KNOWN ISSUES IN OUR DATA BASE. COULD NOT DUPLICATE GAVE BACK TO CUST

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012395710

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG2BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6048110784)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0131D1227)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 030717

Report#: SSV012395710
Open Date: 07/15/2012
Mileage: 9080
Warr Built Dt: 03/07/2011
Supplier RP:

Zone/Cd: 51-65062
Name: PALMEN MOTORS INC
Address: 5431-75TH STREET
 KENOSHA, WI 531423601
Phone: 262 697-3100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:CAR WILL STALL AT TIMES WHEN COMMING TO A STOP

Service Action:RYAN NO KNOWN COMMON ISSUES FOR THIS CONCERN ADVISE INSPECT CANNISTER/LINES FOR SIGNS OF RAW FUEL AND INSPECT PURGE FOR STICKING POSSIBLE
 CUSTOMER IS OVERFILLING AT TIMES. CUST HAS NOT BEEN BACK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012404360

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FGXBN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6035110070)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0131D2419)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 021508

Report#: SSV012404360
Open Date: 07/12/2012
Mileage: 12891
Warr Built Dt: 02/15/2011
Supplier RP:

Zone/Cd: 51-68264
Name: FEENY CHRYSLER JEEP DODGE, INC
Address: 1010 EAST CHICAGO STREET
 ELGIN, IL 601206823
Phone: 847 697-0925
 847 697-0900

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CUST STATES CAR DIES OUT AT STOP LIGHTS INTERMITTENT AND CAR LURCHES FORWARD WHILE SITTING AT STOP LIGHTS.

Service Action: TOM, WE SEEM TO HAVE FIXED A FEW OF THESE INTERMITTENT STALL CONCERNS WITH REPLACEMENT OF THE ENGINE/PCM HARNESS. LEON REPLACED ENGINE HARNESS

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012424372

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG8BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6041111382)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0241D1596)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 022808

Report#: SSV012424372
Open Date: 06/20/2012
Mileage: 13127
Warr Built Dt: 02/28/2011
Supplier RP:

Zone/Cd: 42-43664
Name: KINGS DODGE CHRYSLER JEEP
Address: 4486 KINGSWATER DRIVE
 CINCINNATI, OH 45249
Phone: 513 683-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CUST STATES ENGINE STALL S AT IDLE 5 MIN. AFTER A COLD START UP

Service Action: SHAWN, NOT AWARE OF ANY \ FIX\ . UNLESS THEY WERE REFERRING TO THE FLASH POSSIBLY. IF YOU FIND NOTHING ON TECH CONNECT THEN THERE IS NOTHING NEW. CHECK FOR ANY AFTERMARKET ACCESSORIES THAT COULD BE POSSIBLY CAUSING THE ISSUE, WIGGLE TEST THE PCM HARNESS NEAR AND AT ALL THE PCM CONNECTORS, INSPECT THE PCM TERMINALS FOR BEING SPREAD, BENT, LOOSE, BACKED OUT. CHECK THE HARNESS NEAR THE TRANS MOUNT FOR CHAFS/RUBS. SEE STAR CASES S1108000062 & S1108000052. IF NEEDED RELEARN THE T/B.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012250072

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG0BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6341010425)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0061D2024)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 011311

Report#: SSV012250072
Open Date: 06/19/2012
Mileage: 7773
Warr Built Dt: 01/13/2011
Supplier RP:

Zone/Cd: 32-23170
Name: BROWN'S JEEP CHRYSLER DODGE
Address: 483 ROUTE 112
 PATCHOGUE, NY 117721829
Phone: 631 289-8500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: STALLING WHEN COMING TO A STOP WIGGLE TEST CAM AND CRNK SENSOR WIRING NO STALL. INSTALL ED FLIGHT RECORDER UN ABLE TO DUP COMPLAINT. THEREFORE NO RECORDING NO AM ASSYS ANT OTHER IDEAS CUST NOW STATES IT STALLED WHEN AT A STOP THEN TAKING OFF

Service Action: STEVEN, SEE STAR CASES S1108000062 & S1118000007, WIGGLE TEST THE CKP SENSOR WIRING AND WIRING AT THE PCM CONNECTORS. RELEARN THE ETC SYSTEM. MAKE SURE THERE ARE NO AFTERMARKET ACCESSORIES POSSIBLY CAUSING THE PROBLEM OR ANY ACCESSORIES OF AFTERMARKET ITEMS LIKE A GPS OR SMART PHONE THAT MAY BE CAUSING THE CONCERN, CUSTOMER REMOVES THE ITEM PRIOR TO DROP OFF AT THE DEALER. SEE IF THE CONCERN HAPPENS AFTER A FUEL FILL EVENT. TALK TO THE CUSTOMER SEE IF THE VEHICLE IS SHUDDERING WHEN COMING TO STOP BEFORE IT STALLS, LIKE A POSSIBLE VALVE BODY OR TORQUE CONVERTER ISSUE, COULD BE A TRANS RELATED ISSUE. GET SOME DETAILS FROM THE CUSTOMER ON THE CONDITIONS OF WHEN THE STALL / DIE OUT WAS EXPERIENCED. LIKE IF EXITING THE FREEWAY AFTER DRIVING WITH TCC LOCKED UP. IF NEEDED GET A DATA RECORDING OF THE DIE OUT. STEVEN, NOT REALLY, OBTAINING A DATA RECORDING WILL BE THE BEST

COURSE OF ACTION IN THIS CASE. ROAD TEST OVER 600 MILES W DATA RECORDER DID NOT STALL RETURNING VECH TO CUST STEVEN, YOU WILL NEED TO GET THE RECORDER BACK ON THE VEHICLE. BUY BACK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011970840

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1C3BC1FG7BN [REDACTED]</p> <p>Model Year: 2011</p> <p>Make/Model: CHRYSLER 200 TOURING JSCE41</p> <p>Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6070110016)</p> <p>Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0891D3260)</p> <p>Plant: STERLING HEIGHTS ASSEMBLY PLANT</p> <p>MDH: 040618</p>	<p>Report#: SSV011970840</p> <p>Open Date: 06/18/2012</p> <p>Mileage: 6906</p> <p>Warr Built Dt: 04/06/2011</p> <p>Supplier RP:</p>	<p>Zone/Cd: 66-26633</p> <p>Name: FERMAN CHRYSLER JEEP DODGE RAM</p> <p>Address: 3939 US HWY 19 NEW PORT RICHEY, FL 34652</p> <p>Phone: 727 847-5555</p>
---	--	--

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:ENGINE STALLS AT STOP LIGHTS AND TRANS SHIFS LIKE MANUAL MODE FOR TRANSMISSION

Service Action:STAR ADVISES TECH IS THIS A DRIVE CONCERN OR TRANS CONCERN IS THE TCC STAYING ON WHEN STOPPING VEHICLE OR IS THIS A ENGINE CUTTING OUT CHECK TO MAKE SURE CONNECTORS AT PCM ARE SECURE.IS THE TRANS GOING INTO LIMP IN WHEN THIS HAPPENS NONE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012157345

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC7EG2BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED CONVERTIBLE
 JSCX27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6090111225)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0961D1741)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 041119

Report#: SSV012157345
Open Date: 06/18/2012
Mileage: 20680
Warr Built Dt: 04/11/2011
Supplier RP:

Zone/Cd: 66-67995
Name: TRONCALLI CHRY-JEEP-DODGE
Address: 818 ATLANTA RD
 CUMMING, GA 300402708
Phone: 770 889-2061
 678 244-4100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:CUSTOMER STATES ENGINE HAS STALLED INTEMITTENTLY. NO PATTERN. VEHICLE HAS BEEN DRIVEN. UNABLE TO DUPLICATE. CHECK FOR CODES NONE/TSB S NONE THAT APPLY. CUSTOMER HAS BEEN IN CONTACT WITH CUSTOMER ASSISTANCE. ATTEMPTING LEMON LAW.

Service Action:BRUNSON,SEE STAR CASES S1108000062 & S1118000007.WITH NO CODES OR DUPLICATION YOU WILL NEED TO DATA RECORD THE CONCERN,ALSO GET MORE INFORMATION FROM THE CUSTOMER OF WHEN THE DIE OUT HAPPENS UNDER POWER OR WHEN HOT COMING TO STOP,IT COULD BE SOMETHING TRANS RELATED,LIKE A POSSIBLE VALVE BODY/TORQUE CONVERTER ISSUE.ALSO MAKE SURE THERE ARE NO AFTERMARKET ACCESSORIES POSSIBLY CAUSING THE ISSUE.SEE IF THE CONCERN HAPPENS AFTER A FUEL FILL EVENT.\r\nI WILL ESCALATE THIS CASE SINCE IT IS OUR PROTOCOL HERE WHEN A CUSTOMER MENTIONS \ BUY BACK\ .NO NEED TO RESUBMIT THE TICKET,SOMEONE WILL CONTACT YOU DIRECTLY IN REGARDS TO THIS VEHICLE. BRUNSON, IF THE CONCERN CANNOT BE DUPLICATED THE EVENT WILL HAVE TO BE CAPTURED ON A DATA RECORDING. .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012233119

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6351010447)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
 #:K3380D2005)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 010411

Report#: SSV012233119
Open Date: 06/18/2012
Mileage: 6382
Warr Built Dt: 01/04/2011
Supplier RP:

Zone/Cd: 66-60438
Name: WARNER ROBINS CHRYSLER JEEP DO
Address: 2817 WATSON BLVD
 WARNER ROBINS, GA 310938511
Phone: 478 971-7777

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:C/S STALLS AT STOPS PERIODICALLY; NO DTC S

Service Action:THOMAS,RELEARN THE ETC SYSTEM.MAKE SURE THERE ARE NO AFTERMARKET ACCESSORIES POSSIBLY CAUSING THE PROBLEM OR ANY ACCESSORIES OF AFTERMARKET ITEMS LIKE A GPS OR SMART PHONE THAT MAY BE CAUSING THE CONCERN,CUSTOMER REMOVES THE ITEM PRIOR TO DROP OFF AT THE DEALER.INSPECT THE WIRE HARNESS AND CKP SENSOR AND CKP HARNESS WIRING AS OUTLINED IN THE STAR CASES THAT WERE RECOMMENDED ON THE LAST TICKET.SEE IF THE CONCERN HAPPENS AFTER A FUEL FILL EVENT.TALK TO THE CUSTOMER SEE IF THE VEHICLE IS SHUDDERING WHEN COMING TO STOP,LIKE A POSSIBLE VALVE BODY OR TORQUE CONVERTER ISSUE,COULD BE A TRANS RELATED ISSUE.GET SOME DETAILS FROM THE CUSTOMER ON THE CONDITIONS OF WHEN THE STALL DIE OUT WAS EXPERIENCED.LIKE IF EXITING THE FREEWAY AFTER DRIVING WITH TCC LOCKED UP. NA

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012314376

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6103110742)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1101D3268)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 042612

Report#: SSV012314376
Open Date: 06/18/2012
Mileage: 18916
Warr Built Dt: 04/26/2011
Supplier RP:

Zone/Cd: 70-43931
Name: CHAPMAN'S LAS VEGAS DODGE
Address: 3175 E SAHARA AVE
 LAS VEGAS, NV 891044302
Phone: 702 457-1061

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CUSTOMER COOMPLAINT OF DIE OUT AT STOPS. VEHICLE STARTS RIGHT UP AFTER. INSTALLED RECORDER AND STAR HAD US DRIVE IT TWO FOOTED AND LET THEM KNOW WHAT CODES CAME ON. PCM, P2299 BRAKE PEDAL/ACCELERATOR PEDAL POSITION INCOMPATIBLE, HVAV, B1000 A/C SWITCH REQUEST INPUT CIRCUIT PERFORMANCE. TIPM, P1279 STARTER CONTROL CIRCUIT2 OPEN AND P128D TCM POWER CONTROL CIRCUIT 2 OPEN

Service Action: 1.CHECK TRANS FLUID LEVEL 2.REFER TO CASE S110800062-WIGGLE TEST THE PCM HARNESS NEAR AND AT ALL THE PCM CONNECTORS, INSPECT THE PCM TERMINALS FOR BEING SPREAD, BENT, LOOSE, BACKED OUT.3.CHECK THE HARNESS NEAR THE TRANS MOUNT FOR CHAFS/RUBS.4.CHECK FOR LOOSE FEMALE GROUND PIN IN A BLACK/GRAY MULTI-PIN CONNECTOR NEAR BRAKE BOOSTER/BODY GROUNDS. SPOKE WITH TECH AND SM. THEY NEED TO INSTALL A RECORDER IN VEHICLE AND TRY TO GET RECS OF CONDITION WHILE IT OCCURS. SM AND TECH HAVE MY CONTACT INFORMATION. TECH ADVISED THAT JOE FASI (CST) CONTACTED THEM LAST WEEK. TECH SAYS THEY HAVE PUT 200+ MILES ON VEHICLE AND STILL HAVE NOT BEEN ABLE TO DUPLICATE CONDITION. WHEN TECH ADVISED JOE THAT THEY COULD NOT DUPLICATE,

JOE REQUESTED DATA RECORDINGS BE TAKEN AT IDLE. TECH INDICATES THAT ACCORDING TO THE CUSTOMER, THE CONDITION HAPPENS MOST WHEN COMING TO A STOP OR WHEN AT A STOP. WHEN ASKED WHO DROVE THE VEHICLE TO TRY TO REPRODUCE THE PROBLEM, HE SAID THE PORTER DROVE IT. WHEN ASKED HOW IT WAS DRIVEN, HE INDICATED IT WAS ALL HIGHWAY MILEAGE. ADVISED TECH TO REINSTALL RECORDER AND SEND SOMEONE TO DRIVE IN STOP/GO CONDITIONS...STAY OFF THE HIGHWAY. TECH TO CALL BACK. WILL CONTACT JOE FASI. RESAVED TO CLEAR FROM RESUBMIT QUEUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011988038

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG3BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6119111326)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1151D2504)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 051113

Report#: SSV011988038
Open Date: 06/17/2012
Mileage: 7320
Warr Built Dt: 05/11/2011
Supplier RP:

Zone/Cd: 71-66667
Name: DAVID ELLIS CHRYSLER JEEP
Address: 21422 ROSCOE BOULEVARD
 CANOGA PARK, CA 91304
Phone: 818 348-7510

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: STALLS WHEN TURNING OR SITTING AT A LIGHT INTERMITTENTLY CHECKED WIRING & CONNECTORS ALL LOOKS FINE, PASS WIGGLE TEST \r\nROAD TEST 100-110 MILES WITH V-POD CONNECTED IN FLIGHT RECORD STATUS HAVE NO RECORDINGS DUE TO DID NOT STALL \r\nNOW WHAT VEHICLE IS BACK, NO DCS, NO UPDAES\r\nPER SERVICE MANAGER INSTALLING POD WITH TRIGGER CANNOT DUPLICATE & SPOKE WITH STAN WHO WANTS ALL 4 PHASERS/CAM SENSORS/ & SENSORS ON BACK OF VALVE COVER WHICH I BELIEVE ARE THE SOLINOIDS REPLACED & IF COMPRESSION IS SLIGHTLY OFF THE HEAD(S) ALSO

Service Action: KEVIN,CHECK FOR ANY AFTERMARKET ACCESSORIES THAT COULD BE POSSIBLY CAUSING THE ISSUE,WIGGLE TEST THE PCM HARNESS NEAR AND AT ALL THE PCM CONNECTORS,INSPECT THE PCM TERMINALS FOR BEING SPREAD,BENT,LOOSE,BACKED OUT.CHECK THE HARNESS NEAR THE TRANS MOUNT FOR CHAFS/RUBS.SEE STAR CASES S1108000062 & S1108000052. \r\nIF NEEDED RELEARN THE T/B. KEVIN,NEED TO WAIT FOR A DUPLICATION OF THE CONCERN.WITH NO CODES OR VERIFICATION OF THE CONCERN THERE COULD BE MANY POSSIBILITIES HERE. CANNOT DUPLICATE \r\nRETURNED VEHICLE TO OWNER KEVIN, THANKS FOR THE UPDATE. NOTHING SINCE

COPILLOT INSTALLED HAS NOT STALLED\r\n\r\nWILL BE REMOVING CO-PILOT KEVIN, THANKS FOR THE UPDATE. REVIEWED WITH KEVIN DURING VISIT TO DEALER FOR ANOTHER VEHICLE. THIRD REPAIR ATTEMPT. ADVISED TO REPLACE ALL PHASERS, CAM SENSORS, AND ENGINE WIRING HARNESS. CHECK COMPRESSION AND REPAIR AS NECESSARY. KEVIN CALLED FIRST THING THIS MORNING AND REPORTED COMPRESSION LOW ON TWO CYLINDERS ON EVEN BANK AND ONE CYL ON ODD BANK. ADVISED TO GET PARTS COMING ASAP. HEADS/WIRING/ECT ALL ON ORDER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN59697008

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC8FG2BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200S
 JSCR41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6173110578)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1721D2576)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 070114

Report#: BN59697008
Open Date: 07/17/2012
Mileage: 0
Warr Built Dt: 07/01/2011
Supplier RP:

Zone/Cd: 35-43232
Name: JEFF D'AMBROSIO CHRYSLER JEEP
Address: 1221 E LANCASTER AVE
 DOWNINGTOWN, PA 193355369
Phone: 610 269-9500
 610 269-7278

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 06 (Detractor)
 004. Poor MPG / fuel economy / gas mileage
 007. Negative experience / problems with CURRENT vehicle
 bad gas mileage, numerous problems with it

Q2. Please rate your satisfaction with your 200S on a scale of 0 to 10.

Score: 06 (Detractor)

E32. Mileage/gas mileage/miles per gallon (MPG)/fuel efficiency/excessive fuel consumption

bad gas mileage, problems that required repeat visits to the dealer over and over and over

Q3. Please rate your satisfaction with your experience at JEFF D'AMBROSIO CHRYSLER JEEP on a scale of 0 to 10.

Score: 10 (Promoter)

SURVEY COMPLETED 2012-07-18 10:41:38, CUSTOMER ID:093042499, RO:00614776, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN50530009

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG1BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6024110735)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0141D3210)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 021112

Report#: BN50530009
Open Date: 06/20/2012
Mileage: 0
Warr Built Dt: 02/11/2011
Supplier RP:

Zone/Cd: 63-44956
Name: RIVERLAND CHRYSLER DODGE JEEP
Address: 601 BELLE TERRE BLVD
 LAPLACE, LA 70068
Phone: 985 652-9600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 05 (Detractor)

992. Safety/Legal

007. Negative experience / problems with CURRENT vehicle

Because I have a brand new Chrysler and it keeps killing on me.... I have taken it to the dealership twice for the same problem and no one is able to figure out why!!! Not a very happy customer at all!!!

Q2. Please rate your satisfaction with your 200 LIMITED on a scale of 0 to 10.

Score: 02 (Detractor)

992. Safety/Legal

E20. Engine Runs, Then Dies/Stalls

It keeps killing on me when I come to a stop!! It endangers the lives of my kids and myself!!!

Q3. Please rate your satisfaction with your experience at RIVERLAND CHRYSLER DODGE JEEP on a scale of 0 to 10.

Score: 07 (Neutral)

SURVEY COMPLETED 2012-06-20 20:31:02, CUSTOMER ID:713799155, RO:00765980, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012303731

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG2BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6126110469)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1321D3577)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 051810

Report#: SSV012303731
Open Date: 06/15/2012
Mileage: 8995
Warr Built Dt: 05/18/2011
Supplier RP:

Zone/Cd: 51-23566
Name: PAT MCGRATH CHRYSLER JEEP DODG
Address: 4610 CENTER POINT RD N E
 CEDAR RAPIDS, IA 524022491
Phone: 319 393-4610

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:CUSTOMER SAYS CAR STALLS INTERMEITTANTLY WHEN COMING TO A STOP

Service Action:CUSTOMER SAYS CAR STALLS INTERMEITTANTLY WHEN COMING TO A STOP DUPLICATED : NO REPAIRS AND TESTS PERFORMED : NO CODES ,,NO TSB,,,,NO FLASH,,,,NPF
 TECHCONNECT SEARCH : ENGINE STALLS\r\n\r\nBRETT NO KNOWN ISSUE FOR STALLING, BUT I WOULD DO A ETC RELEARN TO START WITH AND NEXT TRY TO VERIFY THE ISSUE WITH THE CUSTOMER AND MAY HAVE TO GET A DATA RECORDING AND HOPE FOR SOME GOOD INFORMATION AND LET ME KNOW AND THANKS KEN TA INSPECTED THIS VEHICLE ON 5/9/2012. DEALER AND TA HAVE ROAD TESTED THIS VEHICLE OVER 300 MILES AND VEHICLE HAS NEVER STALLED. VEHICLE IS CURRENTLY OPERATING AS DESIGNED. DEALER TO CONTINUE ROAD TESTING WITH DATA RECORDER CONNECTED AND WILL ADVISE OF RESULTS. REPLACED PCM AND VEHICLE IS CURRENTLY OPERATING AS DESIGNED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012403179

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG8BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6015110448)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3480D2517)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 020406

Report#: SSV012403179
Open Date: 06/13/2012
Mileage: 11960
Warr Built Dt: 02/04/2011
Supplier RP:

Zone/Cd: 42-60085
Name: HAROLD ZEIGLER CHRYSLER DODGE
Address: 4200 PARKWAY PL SW
 GRANDVILLE, MI 494182384
Phone: 616 588-4200
 616 532-7000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: STALLS INTERM. AT STOP

Service Action: MIKE, YOU WILL NEED TO DUPLICATE THIS ISSUE DUE TO NO CODES. TEST THE BASICS LIKE FUEL PRESSURE. DO TRY A CRANK SENSOR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012397419

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2EGXBN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING CONVERTIBLE
 JSCL27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6195110653)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1921D2251)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 072815

Report#: SSV012397419
Open Date: 06/12/2012
Mileage: 3957
Warr Built Dt: 07/28/2011
Supplier RP:

Zone/Cd: 35-60424
Name: KREBS CHRYSLER JEEP DODGE
Address: 100 KREBS DR
 GIBSONIA, PA 150449673
Phone: 724 444-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CUST. STATES VEHICLE STALLS WHILE AT A STOP IN GEAR. HAPPENS WITH TOP DOWN.

Service Action: BRYAN, ADVISED TO ATTEMPT TO OBTAIN A DATA RECORDING WITH A FULL ENGINE TEMPLATE OF THE CONCERN AND SEND IT IN FOR REVIEW. BE SURE TO RE SUBMIOT TO THE CASE WHEN THE RECORDING IS SENT SO IT CAN BE REVIEWED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: BN579577206A121

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG7BN [REDACTED]

Report#: BN579577206A121

Zone/Cd: ZZ-19028

Model Year: 2011

Open Date: 06/07/2012

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 26628

Address: 800 CHRYSLER DRIVE

200 LIMITED

Warr Built Dt: 04/14/2011

AUBURN HILLS, MI 48326-2757

JSCL41

Supplier RP:

Phone:

Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6098110369)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser

#:K0881D2373)

Plant: STERLING HEIGHTS ASSEMBLY PLANT

MDH: 041413

Service Narrative Information

Evaluator's Comment: 121 Engine/Transmission, Engine runs, then dies/stalls-1st Start of Day-Other Times-Stop/Go Driving-Stea. I WAS SLOWING DOWN FOR A STOP LIGHT THE ENGINE SIMPLY QUIT RUNNING. I STOPPED AND IT RESTARTED RIGHT AWAY, THAT S THE ONLY TIME IT ACTUALLY STALLED. ONE OTHER TIME IT CUT OUT A COUPLE OF TIMES LIKE IT WAS GOING TO STALL BUT NEVER DID.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012266558

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG5BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6103110669)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
 #:K1451D3745)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 053116

Report#: SSV012266558
Open Date: 06/01/2012
Mileage: 2460
Warr Built Dt: 05/31/2011
Supplier RP:

Zone/Cd: 70-08625
Name: BILL LUKE CHRYSLER-JEEP&DODGE
Address: 2425 WEST CAMELBACK ROAD
 PHOENIX, AZ 850153497
Phone: 602 249-1234

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEH STALLS AT A LIGHT I CHECKED THE CANISTER AND THE PURGE, BOTH ARE WORKING PROPERLY AND NO SIGNS OF OVERFILLING. I TEST DROVE IT AND MY MANAGER TEST DROVE IT EXTENSIVELY BOTH HOT AND COLD AND COULD NOT GET IT TO ACT UP. WE HAVE HAD OTHER SIMILAR VEH STALLING WITH CAM PHASER ISSUES BUT THEY SET CODES. \r\nNO CODES ON THIS ONE. CONTACTED DISTRICT MANAGER AND HE WANTS TO INSTALL A CO PILOT. IS THE SOFTWARE SET UP FOR THIS. I.E. SHOULD I USE WI POD, OR STAR MOBILE. WHAT SHOULD I LOAD INTO IT FOR RECORDING. (THE OLD DAYS YOU HAD TO PICK WHAT YOU WANT TO RECORD). IT HAS BEEN AWHILE SINCE I HAVE HAD TO DATA RECORD ANYTHING IS THERE AN OUTLINED PROCEDURE FOR SETTING IT UP. \r\nTHANKS SAM... GOOD MORNING, THE CUSTOMER HAS BROUGHT THE FLIGHT RECORDER BACK WITH THREE\r\nRECORDINGS. I AM READY TO UP LOAD THEM TO YOU. I HAVE SENT THEM. IF I NEED TO RESEND THEM LET ME KNOW WHEN YOU ARE READY. THANKS SAM. HEY, JUST TO GIVE YOU A HEADS UP. I AM GOING ON VACCATION FROM NOW UNTIL\r\nJUNE 18, PLEASE GET IN TOUCH WITH MY MANAGER DAN JENSEN. 602 336 1451. \r\nOR STEVE MIRKA AT 602 336 1529. I WAS TALKING WITH THE ENGINEER TODAY AND \r\nTHERE ARE REPORTS THROUGH OUT THE COUNTRY OF

THESE 200 WITH THIS COND.

Service Action: SAMUEL NO KNOWN COMMON ISSUES FOR THIS CONCERN ON THIS VEHICLE ADVISE INSPECT CANNISTER FOR SIGNS OF RAW FUEL AND PURGE FOR STICKING POSSIBLE CUSTOMER OVERFILLING A T TIMES. SAM USE THE STARMOBILE AND PICK AN ENGINE TEMPLATE YOU CAN ALWAYS ADD TO WHATEVER TEMPLATE YOU PICK OR CREATE YOUR OWN. SAM THE RECORDINGS TAKE SOME TIME TO COME THRU ON OUR END ONCE HERE I WILL REVIEW AN CONTACT YOU THANKS. SAM I HAVE FORWARD THE INFO ON THIS VEHICLE THERE IS A CERTIAN TEMPLATE ENGINEERING WOULD LIKE USED FOR THIS CONCERN,ADVISE ONCE I RECIEVE MORE INFO WE WILL CONTACT YOU.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012279006

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6111110004)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0601D2510)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 050412

Report#: SSV012279006
Open Date: 06/03/2012
Mileage: 9187
Warr Built Dt: 05/04/2011
Supplier RP:

Zone/Cd: 51-45439
Name: DEWEY DODGE JEEP
Address: 3175 SE DELAWARE AVE
 ANKENY, IA 500214522
Phone: 515 289-8700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: DIES. CHECK ENGINE LIGHT. ESP LIGHT. RUNS ROUGH DESIRED--128.0 ACTUAL--127.9. CAM CRANK DIFFERENCE STAYS AT 21 NO MATTER WHAT REPAIRS HAVE BEEN DONE. DOUBLE AND TRIPLE CHECKED TIMING. REMOVED BOTH VALVE COVERS AND PLUGS. USED DIAL INDICATOR ON CYL # 4 TDC. USED STRAIT EDGE TO MAKE SURE ARROWS ON FRONT HEAD AND LINES ON REAR HEAD
 LINE UP AS PER SERVICE MANUAL CHECK ENGINE LAMP DOES NOT COME ON. NO CODES SETTING. STILL DIES INTERMITTENTLY AT A STOP. STARTS RIGHT BACK UP. RUNS SMOOTH. AS IF KEY WAS SHUT OFF. RECORDING SHOWING CAM AND CRANK GOOD.

Service Action: CHARLES, ADVISED TO CHECK THE DESIRED AND ACTUALL PHASER POSITION ON BANK 2 INTAKE CAM. CHARLES, BASED ON THE CAM/CRANK DIFFERENCE THE CAM TIMING APPEARS TO BE OFF. WHAT METHOD HAVE YOU USED TO VERIFY CAM TIMING CHARLES, ADVISED TO REMOVE THE PHASER AND INSPECT THE PIN LOCATING HOLE FOR DAMAGE. ANOTHER 2/2 PHASER CHARLES , I WANT YOU TO CLOSELY INSPECT THE ENGINE HARNESS FOR AN INTERMITTENT SHORT TO GROUND . CHECK FOR EVIDENCE OF RAW FUEL IN THE CHARCOAL CANISTER . MAKE SURE THE PCM IS CURRENTLY UP TO DATE , VERIFY POWER AND GROUND CONNECTIONS TO THE PCM

,S1108000062 . THANKS DARRIN . CAN NOT DUPLICATE AGAIN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012314467

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG9BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6031110125)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0131D3604)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 020812

Report#: SSV012314467
Open Date: 06/03/2012
Mileage: 6121
Warr Built Dt: 02/08/2011
Supplier RP:

Zone/Cd: 32-60453
Name: EASTCHESTER CHRYSLER JEEP DODG
Address: 4007 BOSTON RD
 BRONX, NY 104666101
Phone: 718 547-5500
 914 597-7018

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:INTERMITTENT STALLING WHEN COMING TO A STOP. NO DTC S, OR RELATED TSB S. ROAD TESTED FOR 10-15 MILES. NO PROBLEMS. CANNOT DUPLICATE CONCERN. ALL OPERATING SYSTEMS WORKING AS DESIGNED. FOUND A HANDFULL OF STAR CASES RELATED TO CAM PHASERS, BUT NO CODES, STORED , OR ACTIVE. THE TWO CASES ARE SIMILAR, BUT THIS VEHICLE HAS NO STORED, PENDING, OR ACTIVE DTC S. AFTER CHECKING OVER WIRING. I PERFORMED AN ETC RELEARN AS DIRECTED. ROAD TESTED AGAIN. STILL NO PROBLEMS. ALL OPERATING SYSTEMS NORMAL. TRANS., AND ENGINE. NORMAL SHIFTING FOR A 62TE. STILL CANNOT DUPLICATE CONCERN. INFORMED ADVISOR.. WAITING FOR POSSIBLE ROAD TEST WITH CUSTOMER.

Service Action:ANTHONY,SEE STAR CASES S1108000062 & S1118000007. RELEARN THE ETC SYSTEM.MAKE SURE THERE ARE NO AFTERMARKET ACCESSORIES POSSIBLY CAUSING THE PROBLEM OR ANY ACCESSORIES OF AFTERMARKET ITEMS LIKE A GPS OR SMART PHONE THAT MAY BE CAUSING THE CONCERN,CUSTOMER REMOVES THE ITEM PRIOR TO DROP OFF AT THE DEALER.INSPECT THE WIRE HARNESS AND CKP SENSOR AND CKP HARNESS WIRING AS OUTLINED IN THE STAR CASES THAT WERE RECOMMENDED ON

THE LAST TICKET.SEE IF THE CONCERN HAPPENS AFTER A FUEL FILL EVENT.TALK TO THE CUSTOMER SEE IF THE VEHICLE IS SHUDDERING WHEN COMING TO STOP,LIKE A POSSIBLE VALVE BODY OR TORQUE CONVERTER ISSUE,COULD BE A TRANS RELATED ISSUE.GET SOME DETAILS FROM THE CUSTOMER ON THE CONDITIONS OF WHEN THE STALL DIE OUT WAS EXPERIENCED.LIKE IF EXITING THE FREEWAY AFTER DRIVING WITH TCC LOCKED UP. ANTHONY, THANKS FOR THE UPDATE, YOU MAY NEED TO DATA RECORD THE DIE OUT. COULD NOT DUPLICATE CONCERN. CAR OPERATING AS DESIGNED. RETURNED TO CUSTOMER WHO HAS NOT RETURNED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012284671

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2EG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING CONVERTIBLE
 JSCL27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6031110466)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0241D2034)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 030114

Report#: SSV012284671
Open Date: 05/31/2012
Mileage: 16569
Warr Built Dt: 03/01/2011
Supplier RP:

Zone/Cd: 42-61345
Name: GROGAN'S TOWNE CHRYSLER JEEP
Address: 6100 TELEGRAPH RD
 TOLEDO, OH 43612
Phone: 419 476-0761

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:ENGINE STALLS WHEN BRAKE IS RELEASED FROM A STOP.

Service Action:ROBERT,TAKE A LOOK AT STAR CASE S1108000052,ALSO WIGGLE TEST THE CKP SENSOR CIRCUITS/WIRING NEAR THE PCM CONNECTORS.CHECK FOR ANY AFTERMARKET ACCESSORIES THAT COULD BE POSSIBLY CAUSING THE ISSUE ALSO.INSPECT THE HARNESS FOR ANY RUBS/CHAFFS.MAKE SURE THE PCM IS UP TO DATE.RELEARN THE ETC. ALSO INSPECT THE WIRING HARNESS NEAR AND AROUND THE VALVE COVER FOR RUBS AND CHAFFS ON THE VALVE COVER FASTNERS BOLT HEADS. NEVR ABLE TO VERIFY COMPLAINT. TEST DROVE OVER 150 MILES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012342896

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG2BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6133110791)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1231D1154)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 052321

Report#: SSV012342896
Open Date: 05/29/2012
Mileage: 13800
Warr Built Dt: 05/23/2011
Supplier RP:

Zone/Cd: 66-41026
Name: EGOLF OF HENDERSONVILLE, LLC
Address: 401 DUNCAN HILL RD
 HENDERSONVILLE, NC 287922718
Phone: 828 692-8777

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:ENGINE STALLS WHEN AT IDLE SITTING STILL HAS NO CODES THERE ARE NO ACCESORIES ADDED AND I VERIFIED CONCERN I WAS SITTING AT A STOP LIGHT EVERYTHING WAS FINE FOR THIRTY SECONDS AND THEN JUST LIKE YOU TURNED THE KEY OFF IT STARTED RIGHT BACK UP AND DID NOT SET A CODE. IT IS VERY INTERMINTENT THE PREVIOUS TECH DID THAT AS I STATED HE DID SEE AN ISSUE AT THE PCM WIRING HARNESS BUT WHAT HE DID DID NOT CORRECT THE CONCERN. IT IS NEARLY IMPOSSIBLE TO CATCH THIS CONCERN BECAUSE OF THE INTERMITTENT CONCERN DOES NOT LEAVE A DTC AND IT COULD BE ANOTHER HUNDRED OR FIVE HUNDRED MILES BEFORE IT DOES IT AGAIN

Service Action:DAVID,SEE STAR CASES S1108000062 & S1118000007. RELEARN THE ETC SYSTEM.MAKE SURE THERE ARE NO AFTERMARKET ACCESSORIES POSSIBLY CAUSING THE PROBLEM OR ANY ACCESSORIES OF AFTERMARKET ITEMS LIKE A GPS OR SMART PHONE THAT MAY BE CAUSING THE CONCERN,CUSTOMER REMOVES THE ITEM PRIOR TO DROP OFF AT THE DEALER.INSPECT THE WIRE HARNESS AND CKP SENSOR AND CKP HARNESS WIRING AS OUTLINED IN THE STAR CASES.SEE IF THE CONCERN HAPPENS

AFTER A FUEL FILL EVENT.TALK TO THE CUSTOMER SEE IF THE VEHICLE IS SHUDDERING WHEN COMING TO STOP,LIKE A POSSIBLE VALVE BODY OR TORQUE CONVERTER ISSUE,COULD BE A TRANS RELATED ISSUE.GET SOME DETAILS FROM THE CUSTOMER ON THE CONDITIONS OF WHEN THE STALL DIE OUT WAS EXPERIENCED.LIKE IF EXITING THE FREEWAY AFTER DRIVING WITH TCC LOCKED UP. DAVID,THEN YOU WILL NEED TO DATA RECORD THE CONCERN AND REVIEW IT AND SEE IF ANYTHING OBVIOUS IS DROPPING OUT OR BEING LOST.IF YOU REVIEWED THE STAR CASES YOU WERE GIVEN. DAVID,THAT IS WHY A DATA RECORDING IS NEEDED. DATA RECORDING REQUESTED BY STAR ON THE CONCERN. THIS IS THE ONLY WAY TO ADDRESS THE ISSUE. WITHOUT DUPLICATION STAR IS SIMPLY NOT ABLE TO PROVIDE DIRECTION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012139290

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6126110278)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1231D1457)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 052418

Report#: SSV012139290
Open Date: 05/25/2012
Mileage: 8795
Warr Built Dt: 05/24/2011
Supplier RP:

Zone/Cd: 66-41383
Name: ORLANDO DODGE CHRYSLER JEEP
Address: 4101 W COLONIAL DR
 ORLANDO, FL 328088122
Phone: 407 299-1120

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: STALLING COME TO A STOP FLASM PCM AND DROVE 2 WEEKS THIS AM STALLING COMING TO A STOP AND DIE NO DTC TEST DROVE 205 MILE ON HIGHTWAY AND AROUND TOWN NO STALLING CAME BACK TODAY AND DROVE 6 MILE STILL CAN NOT DUPLICATE CUS CONCERN OK WILL DO HOW LONG SHOULD I LET HIM DRIVE IT FOR OK

Service Action: STEPHEN NO KNOWN COMMON ISSUES FOR THIS CONCERN ON THIS VEHICLE, ADVISE INSPECT CANNISTER FOR RAW FUEL AND PURGE FOR STICKING. ESIM STEPHEN NO KNOWN ISSUES FOR THIS CONCERN ON THIS VEHICLE ADVISE SEND CUSTOMER OUT WITH THE DATA RECORDER TO DUPLICATE THE CONCERN. STEPHEN HAVE CUSTOMER DRIVE UNTIL ACTS UP AND CAN GET SOME USEABLE DATA. STEPHEN KEEP US UPDATED THANKS. STILL DONT KNOW

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012283593

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2EG9BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING CONVERTIBLE
 JSCL27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6067110815)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
 #:K0811D3520)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 032400

Report#: SSV012283593
Open Date: 05/25/2012
Mileage: 1099
Warr Built Dt: 03/24/2011
Supplier RP:

Zone/Cd: 66-60444
Name: CHRYSLER JEEP DODGE OF NORTH
Address: 909 S. FEDERAL HWY
 POMPANO BEACH, FL 330627048
Phone: 954 943-6700
 954 943-0244

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE STALLS HI, IS IT POSSIBLE THAT I COULD HAVE A BAD ESIM.... ON PREVIOUS VEHICLE S I PRIMERLY SEBRINGS, IVE HAD THIS SAME STALLING PROBLEM AND WAS ABLE TO FIX IT WITH REPLACING THE ESIM. HI, DO U RECOMMEND REPLACEMENT OF THE ESIM TO POSSIBLY CORRECT THE STALLING CONDITION

Service Action:LENNOX IT IS POSSIBLE AN INTERMITTENT STICKING ESIM COULD CAUSE A STALL CONCERN. LENNOX IF YOU HAVE SEEN ISSUES WITH ESIM S ON LIKE VEHLCE REPLACE THE ESIM AND RETEST. EISIM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012344975

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC7EG1BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED CONVERTIBLE
 JSCX27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6029110048)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0241D3321)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 030113

Report#: SSV012344975
Open Date: 05/22/2012
Mileage: 11000
Warr Built Dt: 03/01/2011
Supplier RP:

Zone/Cd: 66-24028
Name: AUTOPARK CHRYSLER JEEP
Address: 400 AUTO PARK BLVD
 CARY, NC 275116023
Phone: 919 468-8646
 919 481-2880

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE STALLS WHEN AT A STOP

Service Action:JEREMY,SEE STAR CASES S1108000062 & S1108000052 WERE ANY OF THESE ITEMS CHECKED OVER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011835236

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG9BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6112110711)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
 #:K0671D1745)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 050312

Report#: SSV011835236
Open Date: 05/20/2012
Mileage: 7557
Warr Built Dt: 05/03/2011
Supplier RP:

Zone/Cd: 32-26405
Name: FREEHOLD CHRYSLER JEEP, INC
Address: 4304 ROUTE 9 SOUTH
 FREEHOLD, NJ 07728
Phone: 732 780-2900

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT ON ONE OCCASION, AFTER COMING TO A STOP, THE BRAKE PEDAL REMAINED DEPRESSED AND THE VEHICLE WOULD NOT MOVE AFTER RELEASING THE BRAKE. CUSTOMER FURTHER STATES THAT THE ENGINE DID NOT STALL, AND THAT THE CONDITION WAS RESOLVED BY CYCLING THE IGNITION. CUSTOMER S DESCRIPTION OF THE CONCERN HAS CHANGED. (THERE WAS NO \ REFERENCE\ CHECKBOX AVAILABLE.) CUSTOMER NOW STATES THAT THE VEHICLE STALLS IN STOP-& GO DRIVING, OR JUST WHEN COMING TO A STOP. CANNOT DUPLICATE CONCERN, NO DTCS IN ANY MODULE.(BUT THERE IS AN AVAILABLE FLASH FOR OIL TEMP/PRESSURE DTCS. I HAVE INSPECTED THE WIRING HARNESS AT THE \ USUAL SUSPECT\ SPOTS, LIKE TRANS MOUNT, FRONT MOUNT BRACKET, HEATER PIPES, ETC. WITHOUT ANY EVIDENCE OF FAILURE.\nCUSTOMER HAS FURTHER INDICATED THAT THE CONCERN OCCURS MUCH LESS OFTEN WHEN USING PREMIUM FUEL, AND THAT IT APPEARS THAT ENGINE SPEED JUST DROPS SMOOTHLY UNTIL IT STOPS. THERE IS NO \ LAST SECOND SURGE\ , AND IT DOES NOT SEEM TO BE STRAINING.

Service Action: JOSEPH I HAVE SEARCH RELATED ISSUES IN GNA AND LOOKED FOR ENGINEERING NOTES. THERE IS NO RELATED INFORMATION AND NO RELATED ISSUES. NOT A COMMON

CONCERN. OTHER THAN A FLOOR MAT CAUSING THE ISSUE. THE ONLY CONCERN I THINK OF IS FLOOR MAT AND ON A DUPLICATED VEHICLE CHECKING THE BOOST BY DISCONNECTING VACUUM AS HAPPENS. SO LET ME KNOW. TIMB. COULD NOT DUPLICATE CONCERN JOSEPH I AM TRANSFER THE CASE TO THE DRIVABILITY GROUP FOR FURTHER STUDY. TIMB. JOSEPH, ADVISED TO ATTEMPT TO OBTAIN A DATA RECORDING OF THE STALLING EVENT. CUSTOMER HAS ELECTED TO WAIT AND SEE IF THE CONCERN BECOMES MORE PROMINENT. SHE REALIZES DIAGNOSIS IS NOT EASY FOR SOMETHING THAT ONLY OCCURS ON AN AVERAGE OF EVERY 45 DAYS OR SO. SHE WILL RETURN IF IT BECOMES MORE FREQUENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012219809

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC8EGXBN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200S CONVERTIBLE
 JSCR27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6196110241)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1921D3609)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 072918

Report#: SSV012219809
Open Date: 05/18/2012
Mileage: 7918
Warr Built Dt: 07/29/2011
Supplier RP:

Zone/Cd: 70-60023
Name: AIRPARK DODGE CHRYSLER JEEP
Address: 7801 E FRANK LLOYD WRIGHT BLVD
 SCOTTSDALE, AZ 852601002
Phone: 480 556-7400

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT THE VEHICLE HAS DIED SEVERAL TIMES WHILE RUNNING SO IS THE ANSWER TO MY QUESTION THAT THE CONCERNS ADDRESSED IN TSB 18-037-11 WOULD NOT CAUSE A STALL CONDITION

Service Action: THOMAS NO KNOWN COMMON ISSUES ON THIS VEHICLE FOR THIS CONCERN ADVISE INSPECT CANNISTER FOR SIGNS OF RAW FUEL AND PURGE FOR STICKING POSSIBLE CUSTOMER IS OVERFILLING AT TIMES. THOMAS WE HAVE NOT SEEN THAT AS AN ISSUE AND YOU DID NOT STATE THE VEHICLE HAD ANY CODES. CUSTOMER DID NOT WANT TO LEAVE VEHICLE TILL WE COULD DUPLICATE THE PROBLEM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012224464

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG6BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6014111030)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3490D3672)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 012506

Report#: SSV012224464
Open Date: 05/20/2012
Mileage: 11817
Warr Built Dt: 01/25/2011
Supplier RP:

Zone/Cd: 70-24154
Name: NORTHWEST CHRYSLER JEEP DODGE
Address: 10600 S W CANYON ROAD
 BEAVERTON, OR 970051899
Phone: 503 646-5111

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: \ NO BUS\ MESSAGE AND VEHICLE DIES WHEN THIS HAPPENS.

Service Action: \ NO BUS\ MESSAGE AND VEHICLE DIES WHEN THIS HAPPENS. DUPLICATED : NO REPAIRS AND TESTS PERFORMED : U0141 PRESENT, I FOUND STARCASE S1118000007 THAT WAS MORE OF A TEASE THAN ANYTHING, THE PICTURE WAS BOARDERLINE POINTLESS DUE TO LIGHTING AND HOW COVERED UP IT WAS WITH TAGS. THIS STARCASE DID SAY BUILD DATE PRIOR TO JAN 24, 2011 AND THIS BUILD DATE IS JAN 25, 2011... I DONT SEE ANY OBVIOUS CHAFFING, I DID SEE A PORTION OF HARNESS RUBBING ON THE LEFT MOUNT BUT I CANNOT FIND ANY WIRES DAMAGED. I CANNOT DUPLICATE IT BUT I DONT FEEL COMEFORTABLE NOT EVEN ATTEMPTING A REPAIR WITH THE SAFETY ASPECT OF A STALL. ANY SUGGESTIONS ALSO NOTE THERE WAS A U0141 PRESENT IN THE CLUSTER AND IN THE WCM. TECHCONNECT SEARCH :
 U0141\r\n*****\r\nANDREW SORRY, BUT NOTHING DEFINITIVE BEYOND CHAFFING HARNESS OR PINS PULLING OUT OF THE TIPM. HAVING YOU REPLACE ANY PARTS WOULD BE A GUESS ON MY PART AT THIS POINT. MOST PRIOR CASES HAVE BEEN AS STATED, TERMINAL ENDS

OR/AND WIRING - BRIAN CUSTOMER HAS NOT RETURNED SINCE RE-WRAPING THE HARNESS NEAR THE TRANS MOUNT. LIKELY SHORT THERE... UNABLE TO LOCATE VISUALLY BUT NO RETURN COMPLAINTS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012243855

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG8BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6031110262)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
 #:K0131D1667)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 021018

Report#: SSV012243855
Open Date: 05/18/2012
Mileage: 7829
Warr Built Dt: 02/10/2011
Supplier RP:

Zone/Cd: 66-44692
Name: RICK KEFFER DOD-CHY-PLY-JEEP
Address: 464037 E STATE ROAD 200
 YULEE, FL 320976344
Phone: 904 277-6969

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:CAR WILL STALL WHEN PULLING AWAY FROM STOP.WILL RESTART. NO CODES

Service Action:JAMES NO KNOWN COMMON ISSUES FOR THIS CONCERN ADVISE INSPECT CANNISTER FOR SIGNS OF RAW FUEL AND PURGE FOR STICKING POSSIBLE CUSTOMER IS OVERFILLING AT TIMES. OWNER HAS NOT BEEN BACK WITH SAME COMPLANT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012283236

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2EG9BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING CONVERTIBLE
 JSCL27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6067110815)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
 #:K0811D3520)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 032400

Report#: SSV012283236
Open Date: 05/18/2012
Mileage: 1099
Warr Built Dt: 03/24/2011
Supplier RP:

Zone/Cd: 66-60444
Name: CHRYSLER JEEP DODGE OF NORTH
Address: 909 S. FEDERAL HWY
 POMPANO BEACH, FL 330627048
Phone: 954 943-6700
 954 943-0244

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE STALLS WHEN COMMING TO A STOP AFTER DRIVING FOR AN HOUR. VEHICLE RESTART OK.

Service Action:LENNOX NO KNOWN COMMON ISSUES FOR THIS CONCERN ON THIS VEHICLE ,ADVISE INSPECT CANNISTER FOR SIGNS OF RAW FUEL AND PURGE FOR STICKING POSSIBLE
 CUSTOMER IS OVERFILLING AT TIMES. REPLACEMENT OF ESIM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012289930

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC8FG1BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200S
 JSCR41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6132110117)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1321D3323)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 052316

Report#: SSV012289930
Open Date: 05/20/2012
Mileage: 5858
Warr Built Dt: 05/23/2011
Supplier RP:

Zone/Cd: 51-45390
Name: LINCOLN CHRYSLER DODGE & JEEP
Address: 103 TAYLOR COURT
 LINCOLN, IL 62656
Phone: 217 732-1661

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: DIE AND RESTARTS NORMALLY.TWO TIMES IN 200 MILES

Service Action: DIE AND RESTARTS NORMALLY.TWO TIMES IN 200 MILES DUPLICATED : NO REPAIRS AND TESTS PERFORMED : CHECK FOR CODES, CHECK FOR FLASHES, WIGGLE HARNESS.NO CODES AND CURRENT FLASH. TSB APPLIED : NONE TECHCONNECT SEARCH :

DIES\r\n*****\r\nSTAR ADVISED GREG IF THIS IS HAPPENING WHILE DRIVING DOWN THE ROAD (NOT AT A STOP) THEN YOU MAY WANT TO SEE IF YOU CAN GET A RECORDING OF THIS EVENT. ALSO LOOK FOR RAW FUEL IN THE PURGE CANISTER - BRIAN CANNOT VERIFY COMPLAINT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012302938

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG9BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6091111222)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0971D3446)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 041120

Report#: SSV012302938
Open Date: 05/20/2012
Mileage: 8604
Warr Built Dt: 04/11/2011
Supplier RP:

Zone/Cd: 42-44052
Name: GAGE CHRYSLER DODGE JEEP INC
Address: 1625 SOUTH BEACON BLVD
 GRAND HAVEN, MI 494172613
Phone: 616 842-2250

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:ENGINE STALLS OUT. HAS HAPPENED A COUPLE OF TIMES OVER LAST WEEKEND. SCANNED VEHICLE, NO DTC S. HAS PCM UPDATE AVAILBLE, BUT NOT FOR CONCERN.

Service Action:SCOTT,SEE STAR CASES S1108000062 & S1118000007. RELEARN THE ETC SYSTEM.MAKE SURE THERE ARE NO AFTERMARKET ACCESSORIES POSSIBLY CAUSING THE PROBLEM OR ANY ACCESSORIES OF AFTERMARKET ITEMS LIKE A GPS OR SMART PHONE THAT MAY BE CAUSING THE CONCERN,CUSTOMER REMOVES THE ITEM PRIOR TO DROP OFF AT THE DEALER.INSPECT THE WIRE HARNESS AND CKP SENSOR AND CKP HARNESS WIRING AS OUTLINED IN THE STAR CASES THAT WERE RECOMMENDED ON THE LAST TICKET.SEE IF THE CONCERN HAPPENS AFTER A FUEL FILL EVENT.TALK TO THE CUSTOMER SEE IF THE VEHICLE IS SHUDDERING WHEN COMING TO STOP,LIKE A POSSIBLE VALVE BODY OR TORQUE CONVERTER ISSUE,COULD BE A TRANS RELATED ISSUE.GET SOME DETAILS FROM THE CUSTOMER ON THE CONDITIONS OF WHEN THE STALL DIE OUT WAS EXPERIENCED.LIKE IF EXITING THE FREEWAY AFTER DRIVING WITH TCC LOCKED UP. CUSTOMER TO RETURN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012315502

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG9BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6031110761)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0211D3550)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 022109

Report#: SSV012315502
Open Date: 05/20/2012
Mileage: 9799
Warr Built Dt: 02/21/2011
Supplier RP:

Zone/Cd: 66-44898
Name: BEAMAN DODGE CHRYSLER JEEP
Address: 1705 S CHURCH ST
 MURFREESBORO, TN 37130
Phone: 615 895-5092

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: STALLS

Service Action: CUSTOMER LIVES NEXT TO AIR FOURCE BASE, NO TECH HAS EVER DUPLICATED STALL EVEN ONE TIME. \r\n\r\nADVISED TECH TO TRY TO GET A RECORDING OF THIS STALLING EVENT. COULD NOT DUPLICATE CONDITION

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011756120

Vehicle Information

VIN: 1C3BC7EG1BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
200 LIMITED CONVERTIBLE
JSCX27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6029110048)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0241D3321)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 030113

Repair Information

Report#: SSV011756120
Open Date: 05/17/2012
Mileage: 4930
Warr Built Dt: 03/01/2011
Supplier RP:

Dealer Information

Zone/Cd: 66-24028
Name: AUTOPARK CHRYSLER JEEP
Address: 400 AUTO PARK BLVD
CARY, NC 275116023
Phone: 919 468-8646
919 481-2880

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:CUST STATES WHEN AT A STOP RANDOMY ENGINE STALLS OUT

Service Action:BARRY, YOU WILL NEED TO GET THE VEHICLE INTO THE SHOP FIRST, CHECK THE BASICS OUT, VERIFY THE CONCERN. SEE STAR CASES S1108000062 & S1108000052. C

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012319371

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG5BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6003110384)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0121D2478)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 011908

Report#: SSV012319371
Open Date: 05/17/2012
Mileage: 15321
Warr Built Dt: 01/19/2011
Supplier RP:

Zone/Cd: 35-05002
Name: FRANK C VIDEON INC
Address: 4951 W CHESTER PIKE
 NEWTOWN SQUARE, PA 190732214
Phone: 610 356-4324
 610 356-7000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:INITIALLY STALLING AT STOP.NOW NOT SHIFTING LIMP IN)CEL ON P2533,P083B,P084B.

Service Action:ED STATED -FLEET CAR-FLEET TRACKER INSTALLED INLINE-DLC TERMINALS SPREAD-NOT SHIFTING-VEHICLE EQUIPPED WITH IGN SWITCH-SKIM MODULE-DISCONNECTED FLEET TRACKER-STILL GETTING P2533.TRANSFERED TO ELECTRICAL. ADVISED TO CHECK POWER AND GROUNDS TO THE PCM WITH THE KEY ON/ KEY OFF. TOM H PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012098562

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3CCBCG0CN [REDACTED]
Model Year: 2012
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6232111554)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1951D3267)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 090108

Report#: SSV012098562
Open Date: 05/14/2012
Mileage: 13081
Warr Built Dt: 09/01/2011
Supplier RP:

Zone/Cd: 63-26201
Name: RANDALL NOE CHRYSLER DODGE INC
Address: 1608 WEST MOORE
 TERRELL, TX 75160
Phone: 972 524-3775

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:CUSTOMER STATES VEHICLE WILL STALL AND DIE WHEN TURNING RIGHT ONLY-AND WHEN COMING TO A STOP VEHICLE BOGS DOWN AND SHIFT HARD

Service Action:DONALD,THIS WAS A LATE 2011 BUILD,SO YOU MAY WANT TO SEARCH USING 2011 MODEL YEAR IT WILL BRING UP SOME STAR CASES ON STALLING FOR YOU THAT MAY HELP,AND SOME AREAS TO INSPECT. COULD NOT VERIFY CUSTOMER COMPLAINT ADDITIONAL INFORMATION REQUIRED. INSPECTED VEHICLE 4/17 & 5/02. ENGINE WILL CUT OUT AND DIE ON A RH TURN WITH GOOD ACCELERATION. THE ABS WARNING LIGHT, THE BRAKE WARNING LIGHT, & TRACTION CONTROL LIGHTS IN CLUSTER WILL ILLUMINATE ALONG WITH AN AUDIBLE DING JUST BEFORE THE ENGINE CUTS OUT. THIS CONCERN WILL ONLY OCCUR GOING TO THE RIGHT GOING FORWARD. WILL NOT EXHIBIT THE CONCERN TO THE LEFT OR GOING BACKWARDS. DATA RECORDINGS INDICATE THE PCM IGNITION SWITCH SENSES GOES AWAY JUST BEFORE THE SAS CUTS OUT. REVIEW WIRING DIAGRAMS FOR THIS VIN DOES NOT LIST A SAS. LISTED AS CLOCKSPrING, THEN ONLY SHOWS BUS WIRING. THE 12V POWER TO THE SAS IS THE SAME CIRCUIT AS THE PCM, F202. VERY DIFFICULT TO SEE THAT IN THE POS WIRING DIAGRAM APPLICATION.
 FOUND C1 PCM HARNESS CONTACT THE LEFT TRANS MOUNT

WHEN TURNING RIGHT. REPAIRED THE F202 WIRE, CAR REPAIRED. FOUND CHAFFED WIRE IN HARNESS GOING OVER TRANSMISSION MOUNT\r\n*****\r\nSTAR: T/A VISITED DEALER,FOUND PCM C1 HARNESS MAKING CONTACT CHAF/RUB WITH LEFT TRANSMISSION MOUNT,HARNESS WAS OPENED TO REVEAL DAMAGE TO THE F202 CIRCUIT CAUSING THE DIE OUT/STALL CONDITION.P0884 TO SET.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012116220

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC8FG2BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200S
 JSCR41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6173110578)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1721D2576)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 070114

Report#: SSV012116220
Open Date: 05/14/2012
Mileage: 14380
Warr Built Dt: 07/01/2011
Supplier RP:

Zone/Cd: 35-43232
Name: JEFF D'AMBROSIO CHRYSLER JEEP
Address: 1221 E LANCASTER AVE
 DOWNINGTOWN, PA 193355369
Phone: 610 269-9500
 610 269-7278

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE STALLS OUT WHEN STOPPED OR COMING TO A STOP CHECKED THE CANISITER FOR FUEL NONE IN IT. FROM THE CUSTOMER THE VEHICLE WILL STALL OUT STOPPED. USUALLY HAPPENS TO THE CUSTOMER WHEN STOPPING AT A RED LIGHT OR TOLL BOOTH

Service Action:MICHAEL NO KNOWN COMMON ISSUES FOR THIS CONCERN ON THIS VEHICLE ADVISE INSPECT CANNISTER FOR RAW FUEL AND PURGE FOR STICKING. INSTALLED DATA RECORDER MICHAEL NEED TO VERIFY THE CONCERN TO PROVIDE PROPER DIAG. SWAPPED THROTTLE BODY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012210632

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC8FG4BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200S
 JSCR41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6169110972)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1861D1150)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 070708

Report#: SSV012210632
Open Date: 05/11/2012
Mileage: 7125
Warr Built Dt: 07/07/2011
Supplier RP:

Zone/Cd: 71-60148
Name: DON-A-VEE CHRYSLER JEEP
Address: 777 WEST ORANGETHORPE AVE.
 PLACENTIA, CA 928706824
Phone: 714 879-5337
 714 528-5337

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE STALLS AT STOPS \ AT TIMES\ ; VEHICLE ACCELERATES ON IT S OWN \ AT TIMES\ . (AT TIMES ARE NOT SPECIFIED).

Service Action:KEITH,RELEARN THE ETC SYSTEM.MAKE SURE THERE ARE NO AFTERMARKET ACCESSORIES POSSIBLY CAUSING THE PROBLEM OR ANY ACCESSORIES OF AFTERMARKET ITEMS LIKE A GPS OR SMART PHONE THAT MAY BE CAUSING THE CONCERN,CUSTOMER REMOVES THE ITEM PRIOR TO DROP OFF AT THE DEALER.INSPECT THE WIRE HARNESS AND CKP SENSOR AND CKP HARNESS WIRING AS OUTLINED IN THE STAR CASES THAT WERE RECOMMENDED ON THE LAST TICKET.SEE IF THE CONCERN HAPPENS AFTER A FUEL FILL EVENT.TALK TO THE CUSTOMER SEE IF THE VEHICLE IS SHUDDERING WHEN COMING TO STOP,LIKE A POSSIBLE VALVE BODY OR TORQUE CONVERTER ISSUE,COULD BE A TRANS RELATED ISSUE.GET SOME DETAILS FROM THE CUSTOMER ON THE CONDITIONS OF WHEN THE STALL DIE OUT WAS EXPERIENCED.LIKE IF EXITING THE FREEWAY AFTER DRIVING WITH TCC LOCKED UP. VEHICLE WAS DRIVEN REPEATEDLY FOR FOUR DAYS, OUTRTRING OVER 140 MILES ON ODOMETER. COLD START, HOT START, ETC. TECHNICIAN WAS NEVER ABLE TO DUPLICATE CONCERN. OWNER PICKED UP VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: BN565907205A121

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG9BN [REDACTED]

Report#: BN565907205A121

Zone/Cd: ZZ-19028

Model Year: 2011

Open Date: 05/11/2012

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 24000

Address: 800 CHRYSLER DRIVE

200 LIMITED

Warr Built Dt: 04/01/2011

AUBURN HILLS, MI 48326-2757

JSCL41

Supplier RP:

Phone:

Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6067110709)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser

#:K0841D3424)

Plant: STERLING HEIGHTS ASSEMBLY PLANT

MDH: 040119

Service Narrative Information

Evaluator's Comment: 121 Engine/Transmission, Engine runs, then dies/stalls-1st Start of Day-Other Times-Stop/Go Driving-Stea. ENGINE STALLED WHILE WAITING(APPROX. 5 SECS) AT STOP LIGHT AT 6:30 AM AFTER ABOUT 30 MINUTES OF COMBINED CITY/HIGHWAY DRIVING. ROAD SURFACE 5-10% UPWARD SLOPE. ABLE TO RESTART VEHICLE. TRACTION CONTROL LIGHT REMAINED ON FOR APPROX 30 SECONDS BEFORE DIMMING

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012152381

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC8FG2BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200S
 JSCR41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6140110313)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1451D1399)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 053120

Report#: SSV012152381
Open Date: 05/05/2012
Mileage: 5417
Warr Built Dt: 05/31/2011
Supplier RP:

Zone/Cd: 70-26001
Name: JIM CLICK CHRYSLER JEEP
Address: 701 W AUTO MALL DR
 TUCSON, AZ 857056013
Phone: 520 888-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:THE CUSTOMER STATES THAT TWO TIMES THE VEHICLE HAS STALLED OUT WHILE SITTING AT A TRAFFIC LIGHT.

Service Action:PIERSON, WHAT ARE THE FUEL ADAPTIVES AT [REDACTED] DOES CONCERN OCCUR AFTER FUEL FILLUP [REDACTED] WIGGLE TEST THE PCM HARNESS NEAR AND AT ALL THE PCM CONNECTORS,INSPECT THE PCM TERMINALS FOR BEING SPREAD, BENT, LOOSE, BACKED OUT. CHECK THE HARNESS NEAR THE TRANS MOUNT FOR CHAFS/RUBS. MAKE SURE THE PCM IS UP TO DATE, RELEARN THE ETC. VERIFY THAT THE ECT & IAT DATA AGREE AFTER COLD SOAK. MAKE SURE THERE ARE NO AFTERMARKET ACCESSORIES POSSIBLY CAUSING THE CONCERN, LIKE A REMOTE START, GARVIN, OR AFTERMARKET ALARM SYSTEM. ALSO CHECK FOR LOOSE TERMINAL IN C132 #7. CHECK FUEL PRESSURE, FUEL VOLUME(1PT./20 SEC.); AND VERIFY NO PRESSURE DROP. CHECK FUEL QUALITY. CHECK FOR ALCOHOL % IN FUEL: A QUICK TEST FOR ALCOHOL IS TO PLACE AN INCH OR SO OF WATER IN A CLEAR CONTAINER AND MARK THE WATER LEVEL. FILL THE CONTAINER TO THE TOP (ANOTHER 9[REDACTED]0094) WITH FUEL FROM THE VEHICLE, CAP THE CONTAINER AND MIX THE CONTENTS. LET THE MIXTURE SETTLE AND LOOK FOR THE WATER LEVEL TO RISE. THE INCREASE IN THE WATER LEVEL

INDICATES THE AMOUNT OF ALCOHOL IN THE FUEL. IF NPF, AND UNABLE TO DUPLICATE CONCERN, SET UP VEHICLE WITH A FLIGHT RECORDER FOR MORE CLUES. THANK YOU, NEIL WAS NEVER ABLE TO DUPLICATE THIS CONCERN AT THIS TIME.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012152006

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG6BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6145110138)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1591D3255)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 062011

Report#: SSV012152006
Open Date: 04/29/2012
Mileage: 2634
Warr Built Dt: 06/20/2011
Supplier RP:

Zone/Cd: 71-44962
Name: CALIFORNIA SUPERSTORES FOLSOM
Address: 12545 FOLSOM BLVD
 FOLSOM, CA 95630
Phone: 916 355-9999

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:INTERMITENT STALL

Service Action:STEVE, GET MORE SPECIFIC DETAILS FROM CUSTOMER ABOUT CONCERN. (HOT/COLD/DECEL/PARK/DRIVE...)\r\nDOES CONCERN OCCUR AFTER FUEL FILLUP \r\nWHAT ARE THE FUEL ADAPTIVES AT \r\nWIGGLE TEST THE PCM HARNESS NEAR AND AT ALL THE PCM CONNECTORS,INSPECT THE PCM TERMINALS FOR BEING SPREAD, BENT, LOOSE, BACKED OUT. CHECK THE HARNESS NEAR THE TRANS MOUNT FOR CHAFS/RUBS.\r\nMAKE SURE THE PCM IS UP TO DATE, RELEARN THE ETC.\r\nVERIFY THAT THE ECT & IAT DATA AGREE AFTER COLD SOAK. \r\nMAKE SURE THERE ARE NO AFTERMARKET ACCESSORIES POSSIBLY CAUSING THE CONCERN, LIKE A REMOTE START, GARVIN, OR AFTERMARKET ALARM SYSTEM. \r\nALSO CHECK FOR LOOSE TERMINAL IN C132 #7.\r\nCHECK FUEL PRESSURE, FUEL VOLUME(1PT./20 SEC.); AND VERIFY NO PRESSURE DROP. CHECK FUEL QUALITY. CHECK FOR ALCOHOL % IN FUEL: A QUICK TEST FOR ALCOHOL IS TO PLACE AN INCH OR SO OF WATER IN A CLEAR CONTAINER AND MARK THE WATER LEVEL. FILL THE CONTAINER TO THE TOP (ANOTHER 9u0094) WITH FUEL FROM THE VEHICLE, CAP THE CONTAINER AND MIX THE CONTENTS. LET THE MIXTURE

SETTLE AND LOOK FOR THE WATER LEVEL TO RISE. THE INCREASE IN THE WATER LEVEL INDICATES THE AMOUNT OF ALCOHOL IN THE FUEL.\n\nIF NPF, AND UNABLE TO
DUPLICATE CONCERN, SET UP VEHICLE WITH A FLIGHT RECORDER FOR MORE CLUES.\n\nTHANK YOU, NEIL UNABLE TO DUPLICATE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012188256

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD2FG2BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER LUX
 JS DL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6316010544)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3260D1240)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 112910

Report#: SSV012188256
Open Date: 04/25/2012
Mileage: 20432
Warr Built Dt: 11/29/2010
Supplier RP:

Zone/Cd: 35-68849
Name: HERITAGE CHRYSLER DODGE JEEP R
Address: 9219 HARFORD ROAD
 BALTIMORE, MD 21234
Phone: 410 661-3400

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: STALLS AT TIMES WHILE SITTING AT A TRAFFIC LIGHT OR COMING TO A STOP.

Service Action: DANIEL, RELEARN THE ETC SYSTEM. MAKE SURE THERE ARE NO AFTERMARKET ACCESSORIES POSSIBLY CAUSING THE PROBLEM OR ANY ACCESSORIES OF AFTERMARKET ITEMS LIKE A GPS OR SMART PHONE THAT MAY BE CAUSING THE CONCERN, CUSTOMER REMOVES THE ITEM PRIOR TO DROP OFF AT THE DEALER. INSPECT THE WIRE HARNESS AND CKP SENSOR AND CKP HARNESS WIRING AS OUTLINED IN THE STAR CASES THAT WERE RECOMMENDED ON THE LAST TICKET. SEE IF THE CONCERN HAPPENS AFTER A FUEL FILL EVENT. TALK TO THE CUSTOMER SEE IF THE VEHICLE IS SHUDDERING WHEN COMING TO STOP, LIKE A POSSIBLE VALVE BODY OR TORQUE CONVERTER ISSUE, COULD BE A TRANS RELATED ISSUE. GET SOME DETAILS FROM THE CUSTOMER ON THE CONDITIONS OF WHEN THE STALL DIE OUT WAS EXPERIENCED. LIKE IF EXITING THE FREEWAY AFTER DRIVING WITH TCC LOCKED UP. WAS NOT ABLE TO VERIFY THE CUSTOMERS COMPLAINT. COULD NOT DUPLICATE THE CONCERN AND THERE WERE NO DTCS RECORDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011738938

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG1BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6110110716)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1051D3411)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 050211

Report#: SSV011738938
Open Date: 04/22/2012
Mileage: 1134
Warr Built Dt: 05/02/2011
Supplier RP:

Zone/Cd: 66-67301
Name: HAYES CHRYSLER-PLYMOUTH-DODGE
Address: 3115 FRONTAGE ROAD
 GAINESVILLE, GA 30504
Phone: 770 535-2835

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:INTERMITTENT STALL PERFORMED TSB# 18-037-11 PCM FLASH. NO CODES/ STAR RECOMMENDED TO CHECK VAPOR CANISTER FOR FUEL CONTAMINATION, NO CONTAMINATION WAS FOUND. CHECKED THE PURGE VALVE FOR STICKING AND TESTED OK/ CHECKED IOD AND ALL OTHER FUSES AND ALL TESTED OK AND WAS INSTALLED PROPERLY. CHECKED BATTERY CONNECTIONS AND ALL GROUNDS AND ALL TESTED OK. REPLACED THE PURGE VALVE PER SERVICE MANAGER. TEST DROVE 30 MILES AND STILL UNABLE TO DUPLICATE THE CONCERN, WAS USING FLIGHT RECORDER ON TEST DRIVE.

Service Action:ROBERT NO KNOWN COMMON ISSUES FOR THIS CONCERN ON THIS VEHICLE,ADVISE INSPECT CANNISTER FOR RAW FUEL AND PURGE FOR STICKING. ROBERT THE CONCERN NEEDS TO BE DUPLICATED TO PROVIDE PROPER DIAG,ADVISE SEND CUST OUT WITH DATA RECORDER TO TRY AN DUPLICATE CONCERN. VEHICLE BOUGHT BACK. DEALER WAS NEVER ABLE TO DUPLICATE STALLING. CHR5YSLER BOUGHT BACK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012135650

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG1BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6014110487)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3490D3439)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 012706

Report#: SSV012135650
Open Date: 04/19/2012
Mileage: 12113
Warr Built Dt: 01/27/2011
Supplier RP:

Zone/Cd: 35-67935
Name: MICK'S NORTH HILLS CHRYSLER JE
Address: 7670 MCKNIGHT RD
 PITTSBURGH, PA 152373518
Phone: 412 367-7200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: SHUTS OFF WHILE DRIVING CUST STATES SHUT OFF 3 TIMES OCT NOV FEB ALL CONDS AFTER FIRST START COLD ALL LOW SPEED UNDER 25 MPH ONCE AT STOP LIGHT

Service Action: SHUTS OFF WHILE DRIVING DUPLICATED : NO REPAIRS AND TESTS PERFORMED : NONE TSB APPLIED : NO DTCS : NONE SCAN TOOL SOFTWARE VERSION : 11.6

TECHCONNECT SEARCH : STALLS .XXXXXXXXXXXXX . JAMES CALLED IN TO REVIEW CUSTOMERS STALLING CONCERN , I REVIEWED CASE WITH THE 3.6 ENGINE FFB TEAM LEADER AND WAS INSTRUCTED TO REPLACE THE ENGINE HARNESS AND THE CRANK SENSOR AT THE SAME TIME . CHECK FOR WATER INTRUSION TO THE ORIGINAL HARNESS . THANKS DARRIN . JAMES HAS CALLED IN TO STATE THAT HE HAS UPLOADED DATA RECORDING THAT ARE OF CURRENT VEHICLE OPERATION . I CHECKED THE STATUS OF THE RECORDINGS SENT IN AND THEY ARE CURRENTLY NOT IN OUR SYSTEM . I SUGGESTED TO JAMES WILL KEEP LOOKING AND REVIEW THE RECORDINGS WHEN THEY COME IN . JAMES , THE SYNC DATA DOCUMENTS ARE IN AND I WILL HAVE THEM REVIEWED , IN THE MEAN TIME INSTALL THE ENGINE HARNESS AND THE CRANK SENSOR . IF ANY OF THE DATA LEADS TO A FAULTY COMPONENT , I WILL UPDATE THE CASE . THANKS DARRIN . HARNESS ENG CRANK SEN CAR JUST RELEASED WAITING

FOR RESULTS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012138259

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD2FG8BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER LUX
 JS DL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6306010253)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3130D1589)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 112308

Report#: SSV012138259
Open Date: 04/19/2012
Mileage: 3688
Warr Built Dt: 11/23/2010
Supplier RP:

Zone/Cd: 66-45091
Name: GREENWAY CHRYSLER-JEEP-DODGE,
Address: 9051 EAST COLONIAL DRIVE
 ORLANDO, FL 32817
Phone: 407 306-9400

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:INTERMITTENT STALL AT A STOP

Service Action:LUCAS,CHECK FOR ANY AFTERMARKET ACCESSORIES THAT COULD BE POSSIBLY CAUSING THE ISSUE,WIGGLE TEST THE PCM HARNESS NEAR AND AT THE PCM CONNECTORS AGAIN,INSPECT THE PCM TERMINALS FOR BEING SPREAD,BENT,LOOSE,BACKED OUT.SEE STAR CASES S1108000062 & S1108000052. IF NEEDED RELEARN THE CLEAN & RELEARN THE T/B.IF NEEDED DATA RECORD THE CONCERN,REVIEW IT AND SEE IF ANYTHING OBVIOUS IS DROPPING OUT OR BEING LOST,COULD EVEN BE SOMETHING TRANSMISSION RELATED LIKE A POSSIBLE VALVE BODY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012197741

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG6BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6042110389)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0461D1492)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 030314

Report#: SSV012197741
Open Date: 04/19/2012
Mileage: 8000
Warr Built Dt: 03/03/2011
Supplier RP:

Zone/Cd: 35-42244
Name: FRED BEANS CHRYSLER DODGE JEEP
Address: 858 N EASTON RD
 DOYLESTOWN, PA 189021007
Phone: 215 345-5583
 215 348-7500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE STALLS WHEN COMING TO A STOP .HAPPENED TWICE

Service Action:KEN,,RELEARN THE ETC SYSTEM.MAKE SURE THERE ARE NO AFTERMARKET ACCESSORIES POSSIBLY CAUSING THE PROBLEM OR ANY ACCESSORIES OF AFTERMARKET ITEMS LIKE A GPS OR SMART PHONE THAT MAY BE CAUSING THE CONCERN,CUSTOMER REMOVES THE ITEM PRIOR TO DROP OFF AT THE DEALER.INSPECT THE WIRE HARNESS AND CKP SENSOR AND CKP HARNESS WIRING AS OUTLINED IN THE STAR CASES THAT WERE RECOMMENDED ON THE LAST TICKET.SEE IF THE CONCERN HAPPENS AFTER A FUEL FILL EVENT.TALK TO THE CUSTOMER SEE IF THE VEHICLE IS SHUDDERING WHEN COMING TO STOP,LIKE A POSSIBLE VALVE BODY OR TORQUE CONVERTER ISSUE,COULD BE A TRANS RELATED ISSUE.GET SOME DETAILS FROM THE CUSTOMER ON THE CONDITIONS OF WHEN THE STALL DIE OUT WAS EXPERIENCED.LIKE IF EXITING THE FREEWAY AFTER DRIVING WITH TCC LOCKED UP. COULD NOT DUPLICATE CONCERN AGAIN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012202483

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG7BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6334010090)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0471D3486)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 030810

Report#: SSV012202483
Open Date: 04/16/2012
Mileage: 12204
Warr Built Dt: 03/08/2011
Supplier RP:

Zone/Cd: 35-66122
Name: THOMPSON CHRYSLER DODGE
Address: 3431 RADFORD RD
 CHRISTIANSBURG, VA 240736143
Phone: 540 639-3938

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:ENGINE WILL REV UP AND STALL OUT.

Service Action:EDGAR,CHECK FOR ANY AFTERMARKET ACCESSORIES THAT COULD BE POSSIBLY CAUSING THE ISSUE,WIGGLE TEST THE PCM HARNESS NEAR THE PCM CONNECTORS,INSPECT THE PCM TERMINALS FOR BEING SPREAD,BENT,LOOSE,BACKED OUT.CHECK THE HARNESS NEAR THE TRANS MOUNT FOR CHAFS/RUBS.SEE STAR CASES S1108000062 & S1108000052. UNDER THE STAR CASE. FOUND 2 PINS ON PCM CONNECTOR TO HAVE A LOOSE CONNECTION.\r\n*****\r\nSTAR: TECH NOTES PER THE STAR CASE FOUND LOOSE TERMINALS IN THE PCM CONNECTOR CAUSING THE DIE OUT STALL CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012238134

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG8BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6180110830)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1991D3357)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 072012

Report#: SSV012238134
Open Date: 04/13/2012
Mileage: 7989
Warr Built Dt: 07/20/2011
Supplier RP:

Zone/Cd: 66-60064
Name: CRYSTAL CHRYSLER DODGE JEEP
Address: 14358 CORTEZ BOULEVARD
 BROOKSVILLE, FL 34613
Phone: 352 597-1265

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:DRIVING DOWN THE THE CAR STALL AND STARTS RIGHT BACK UP

Service Action:DAN NO KNOWN COMMON ISSUES FOR THIS CONCERN ADVISE INSPECT CANNISTER FOR SIGNS OF RAW FUEL AND PURGE FOR STICKING POSSIBLE CUST OVERFILLING AT TIMES. AFTER TEST DRIVING 25 MILES AND COULDN,T DUPLCATE PROBLEM GIVE BACK TO CUSTUMER AND ADVISED HER TO COME BACK INIT DID IT AGAIN .AND MOST DEFUNLY IF IT SET A MIL LIGHT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012178497

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG4BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6140110412)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1461D1073)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 060120

Report#: SSV012178497
Open Date: 04/10/2012
Mileage: 9889
Warr Built Dt: 06/01/2011
Supplier RP:

Zone/Cd: 71-44962
Name: CALIFORNIA SUPERSTORES FOLSOM
Address: 12545 FOLSOM BLVD
 FOLSOM, CA 95630
Phone: 916 355-9999

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:TECHCONNECT REFERENCE TICKET #299122 ENGINE STALLS COMING TO A STOP.

Service Action:BRIAN,RELEARN THE ETC SYSTEM.MAKE SURE THERE ARE NO AFTERMARKET ACCESSORIES POSSIBLY CAUSING THE PROBLEM OR ANY ACCESSORIES OF AFTERMARKET ITEMS LIKE A GPS OR SMART PHONE THAT MAY BE CAUSING THE CONCERN,CUSTOMER REMOVES THE ITEM PRIOR TO DROP OFF AT THE DEALER.INSPECT THE WIRE HARNESS AND CKP SENSOR AND CKP HARNESS WIRING AS OUTLINED IN THE STAR CASES THAT WERE RECOMMENDED ON THE LAST TICKET.SEE IF THE CONCERN HAPPENS AFTER A FUEL FILL EVENT.TALK TO THE CUSTOMER SEE IF THE VEHICLE IS SHUDDERING WHEN COMING TO STOP,LIKE A POSSIBLE VALVE BODY OR TORQUE CONVERTER ISSUE,COULD BE A TRANS RELATED ISSUE.GET SOME DETAILS FROM THE CUSTOMER ON THE CONDITIONS OF WHEN THE STALL DIE OUT WAS EXPERIENCED.LIKE IF EXITING THE FREEWAY AFTER DRIVING WITH TCC LOCKED UP. VEHICLE HAS NOT RETURNED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN58103504

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG3BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6102110876)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1051D3238)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 042518

Report#: BN58103504
Open Date: 05/10/2012
Mileage: 0
Warr Built Dt: 04/25/2011
Supplier RP:

Zone/Cd: 42-43664
Name: KINGS DODGE CHRYSLER JEEP
Address: 4486 KINGSWATER DRIVE
 CINCINNATI, OH 45249
Phone: 513 683-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 07 (Neutral)

Q2. Please rate your satisfaction with your 200 LIMITED on a scale of 0 to 10.

Score: 06 (Detractor)

E20. Engine Runs, Then Dies/Stalls

X64. Quality of paint- chips/scratches too easily- not specific to delivery

992. Safety/Legal

It's not a good place to have a car quit on you. It didn't stall. It quit running. It didn't stall. It stopped. The paint is failing on the top of each one of the fenders. It's not just down to the base coat. It's down to the metal and Chrysler did say they had fixed it, but at the time I was going to take it in, Chrysler had my car trying to figure out what was wrong with it. Then it took a day or so to get the part.

Q3. Please rate your satisfaction with your experience at KINGS DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 09 (Promoter)

Q14. Do you want someone from Chrysler LLC to contact you?

00 - Question not asked

001. Legal

SURVEY COMPLETED 2012-05-16 18:31:32, CUSTOMER ID:146590819, RO:00746810, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN53271904

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG5BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6042110352)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0241D1441)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 022520

Report#: BN53271904
Open Date: 04/23/2012
Mileage: 0
Warr Built Dt: 02/25/2011
Supplier RP:

Zone/Cd: 51-45439
Name: DEWEY DODGE JEEP
Address: 3175 SE DELAWARE AVE
 ANKENY, IA 500214522
Phone: 515 289-8700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 03 (Detractor)

011. Poor service experience

007. Negative experience / problems with CURRENT vehicle

I had to take my car into the shop three times now because it's stalled. No one's been able to tell me why and no one's been able to fix it.

Q2. Please rate your satisfaction with your 200 TOURING on a scale of 0 to 10.

Score: 02 (Detractor)

E20. Engine Runs, Then Dies/Stalls

P20. Perception of quality/dependability/reliability/trust/workmanship

I came into it. I had a Chrysler Concord LXI previously. It was the best car I ever had. I was hoping to get a nice vehicle again from Chrysler. The performance of this car and the satisfaction with the engine just doesn't look up to anything I would have expected of a Chrysler product. In fact it's in the shop right now. I dropped it off last week they found nothing. Last night it stalled again at a stop light with my girlfriend driving it.

Q3. Please rate your satisfaction with your experience at DEWEY DODGE JEEP on a scale of 0 to 10.

Score: 00 (Detractor)

025. Could not duplicate problem / condition

023. Vehicle not fixed first visit

The car stalled for the second time at a stop light. While you're idling the car just stalls, just shuts off. I took it in. They said no, nothing in the computer system says anything happened. They updated something but then that was last week. Again like I said yesterday it did it again last night. Like I said it's the third time it's stalled for no apparent reason less than a year old. The bad part is it's got 20,000 miles already because I've been traveling, which I'm moving to a new location. But I'm sure nothing's going to be fixed then it's going to run out of its warranty. That's the biggest concern that's my biggest dissatisfaction is not having any confidence it'll be fixed before my warranty runs out.

Q14. Do you want someone from Chrysler LLC to contact you?

01 - Yes

002. Dealer

SURVEY COMPLETED 2012-05-02 20:02:13, CUSTOMER ID:714096926, RO:00592150, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN52770504

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG2BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6031110428)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0461D1675)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 030306

Report#: BN52770504
Open Date: 04/19/2012
Mileage: 0
Warr Built Dt: 03/03/2011
Supplier RP:

Zone/Cd: 63-68583
Name: STERLING CHRY-DODGE-JEEP
Address: 5504 I-49 NORTH SERVICE ROAD
 OPELOUSAS, LA 70570
Phone: 337 942-1241

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 00 (Detractor)

007. Negative experience / problems with CURRENT vehicle

011. Poor service experience

My chrysler randomly dies out when I am at a stop. After dieing out 3 times back to back, i brought it to sterling in Opelousas, la where I purchased the vehicle. Because there is no code that appears on the computer, they can do nothing for me. Not to mention, i gave a technician pemission to drive my car to his home and back. The problem never occurred while he was driving it and i was out of 50 dollars worth of gas that he used!! I am very dissatisfied due to purchasing a \$24,000 vehicle that has something wrong with it that the dealership can't fix. If you google chrysler 200 problems, there are numerous complaints like mine above. I loved everything about the vehicle when I purchased it, especially the safety features/benefits. I didn't even

have an issue with the chipped paint on my bumper that I found right after the purchase(which was taken care of and repainted). Because of the above problem that cannot be fixed, I regret ever purchasing this vehicle and will discourage anyone to purchase a chrysler, especially the 200. Thanks for the opportunity to express my opinion and experience. If anyone has a solution to this problem, I would appreciate a call. Tammy houser. 337-351-8650

Q2. Please rate your satisfaction with your 200 TOURING on a scale of 0 to 10.

Score: 00 (Detractor)

E36. Other Engine

As I previously stated, it randomly dies out. It was very scary when it died out while waiting for a train to pass and on one of the busiest streets in town. Not once or twice, but three times in a row!!! I brought it to dealership and due to no code, they couldn't do anything about it. It died out again about 1week after getting it out of the shop. I called dealership and he said he would try calling crysler and never heard from him. It just seems like a hopeless situation.

Q3. Please rate your satisfaction with your experience at STERLING CHRY-DODGE-JEEP on a scale of 0 to 10.

Score: 02 (Detractor)

023. Vehicle not fixed first visit

I'm satisfied with the salesperson Dexter that sold the vehicle. Satisfied that I drove a rental while my 200 was being evaluated. Very dissatisfied that the problem has not been fixed and that I had to bring the rental back on a full tank of gas but the technician that I permitted to take my vehicle to his home and back for a couple of days cost me 50 dollars of gas that was not replaced. Although he was evaluating my car to see if a "code" would come up, the right thing to do would have been to pay for his own gas, just like I did with the rental I had.

Q14. Do you want someone from Chrysler LLC to contact you?

00 - Question not asked

002. Dealer

SURVEY COMPLETED 2012-04-19 22:05:21, CUSTOMER ID:710045038, RO:00121836, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN52462904

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG5BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6024110590)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0211D2336)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 021513

Report#: BN52462904
Open Date: 04/12/2012
Mileage: 0
Warr Built Dt: 02/15/2011
Supplier RP:

Zone/Cd: 71-26553
Name: MICHAEL STEAD'S WALNUT CREEK C
Address: 2404 N MAIN ST
 WALNUT CREEK, CA 94596
Phone: 925 937-5569
 925 937-5060

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
CH68055891-AA	OIL -5W30	6	2.30		
CH68079744-AB	FILTER -ENGINE OIL	1	5.10		

Labor Information

LOP	LOP Description	Cost	Fail Cd
-----	-----------------	------	---------

** No Labor Information Available

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend DODGE to a friend or colleague?

Score: 04 (Detractor)

007. Negative experience / problems with CURRENT vehicle

992. Safety/Legal

I've owned my Dodge Avenger for 5 months, with 7000 miles on the vehicle, and it has stalled 3 times while driving it. I will be stopped at a light, and the engine just stalls. I am counting my blessings, and hoping that the brand new vehicle I've bought is not going to stall out halfway through a traffic light, or accelerating during a lane change on a freeway.

Q2. Please rate your satisfaction with your AVENGER SXT on a scale of 0 to 10.

Score: 00 (Detractor)

E20. Engine Runs, Then Dies/Stalls

992. Safety/Legal

I've owned my Dodge Avenger for 5 months, with 7000 miles on the vehicle, and it has stalled 3 times while driving it. I will be stopped at a light, and the engine just stalls. I am counting my blessings, and hoping that the brand new vehicle I've bought is not going to stall out halfway through a traffic light, or accelerating during a lane change on a freeway.

Q3. Please rate your satisfaction with your experience at MICHAEL STEAD'S WALNUT CREEK C on a scale of 0 to 10.

Score: 07 (Neutral)

Q14. Do you want someone from Chrysler LLC to contact you?

00 - Question not asked

001. Legal

SURVEY COMPLETED 2012-04-12 18:26:37, CUSTOMER ID:714642177, RO:00104801, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012108721

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG6BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6067111219)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0821D1203)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 033109

Report#: SSV012108721
Open Date: 04/08/2012
Mileage: 12926
Warr Built Dt: 03/31/2011
Supplier RP:

Zone/Cd: 63-24050
Name: MACK MASSEY CHRYSLER JEEP DODG
Address: 950 CROCKETT STREET
 EL PASO, TX 799221362
Phone: 915 584-9393

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: MULTIPLE COMPLAINTS AT STOP ENGINE WILL DIE, WHEN DRIVING AT 30MPH CAR JERKS AND SLIPS, WHEN STOPPED AT A LIGHT CAR JUMPS FORWARD, WHEN SHIFTING FROM PARK TO DRIVE TRANS HITS VERY HARD. SERVICE MANAGER WISHES TO VERIFY WITH STAR TO SEE IF ANY CONERNS THAT MAY EXIST. OR IF ANY TESTS MAY BE AVAILABLE.

Service Action: MULTIPLE COMPLAINTS AT STOP ENGINE WILL DIE, WHEN DRIVING AT 30MPH CAR JERKS AND SLIPS, WHEN STOPPED AT A LIGHT CAR JUMPS FORWARD, WHEN SHIFTING FROM PARK TO DRIVE TRANS HITS VERY HARD. SERVICE MANAGER WISHES TO VERIFY WITH STAR TO SEE IF ANY CONERNS THAT MAY EXIST. OR IF ANY TESTS MAY BE AVAILABLE. DUPLICATED : NO REPAIRS AND TESTS PERFORMED : SCAN FOR CODES. NO DTC S PRESENT. PERFORMED QUICK LEARN PROCEDURE LAST VISIT. TEST DRIVE MULTIPLE TIMES. NOT ABLE TO DUPLICATE ANY OF THESE CONCERNS. TECHCONNECT SEARCH : DIES AT STOPS\r\n*****\r\nBRENT WHAT MAY BE OCCURRING IS THE TCC IS STAYING APPLIED. THE SYMPTOMS ARE SIMILAR. IF SO THEN REPLACEMENT OF THE VB IS RECOMMENDED - BRIAN VEHICLE HAS NOT RETURNED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012151896

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG7BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6193110497)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1991D1007)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 072713

Report#: SSV012151896
Open Date: 03/30/2012
Mileage: 5244
Warr Built Dt: 07/27/2011
Supplier RP:

Zone/Cd: 70-44725
Name: TOWBIN DODGE LLC
Address: 275 AUTO MALL DRIVE
 HENDERSON, NV 89014
Phone: 702 558-3800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: STATES CAR STALL AT STOPS TECHCONNECT REFERENCE TICKET #299416 VEHICLE DIE WHEN COMING TO A STOP I JUST SEND THE DATA RECORD, BUT AS YOU WILL SEE IT DOESN SHOW ANY CODES AND ONLY SHOW THE LATEST DATA. I TEST DROVE THE CAR 4 TIMES AND I HAVENT DUPLICATE THE CONCERN, AND ON THE DATA I DIDNT SEE ANYTHING THAT MAY CAUSE THE PROBLEM, I FOUND ANOTHER \nBULLETIN 11746770 WITH THE SAME PROBLEM BUT WITH THE EXCEPTION THE I DONT HAVE ANY STORE OR ACTIVE CODE, WHAT SHOULD I DO NEXT THE DATA I SEND YOU IT WASNT A RECORD OF WHEN THE CAR DIE, SINCE I HAVENT BE ABKE TO DUPLICATE. AND I WILL RELEARN THE ETC AND KEEP YOU UPDATE OF THE RESULTS.

Service Action: ROBERT, MAKE SURE THE PCM IS UP TO DATE, CHECK THE BASICS WHEN THE CONCERN IS PRESENT AND CAN BE DUPLICATED. WIGGLE TEST AND INSPECT THE WIRING HARNESS FOR RUBS AND CHAFS. SEE STAR CASES S1108000062 & S1118000007. RELEARN THE T/B IF NEEDED. DENIS NO KNOWN ISSUE AND I DO SEE WHERE IT WAS AT ANOTHER DEALER AND WE NEED TO GET A DATA RECORDING OF THE ISSUE. DENIS DID THE ISSUE OCCUR ON THE DATA RECORDING AND IF YES DID YOU SEE ANYTHING

THAT MIGHT CAUSE THE ISSUE DENNIS THE DATA RECORDING YOU SENT WAS IT A RECORDING DONE WHEN THE CAR DIE OUT ALSO DO A FOLLOWER TEST AND A ETC
RELEARN, AND SEE IF THAT HELPS THANKS. OK DENIS MAYBE YOU CAN PUT THE DATA RECORDER IN THE CAR WITH THE BUTTON ON THE SUN VISOR SO THE CUSTOMER
CAN GET SOME RECORDINGS FOR US AND BE SURE YOU FILL UP THE TEMPLATE AND BE SURE ENGINE RPM IS ON THERE THANKS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012203615

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1C3BC1FG3BN [REDACTED]</p> <p>Model Year: 2011</p> <p>Make/Model: CHRYSLER 200 TOURING JSCE41</p> <p>Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6351010682)</p> <p>Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3440D1534)</p> <p>Plant: STERLING HEIGHTS ASSEMBLY PLANT</p> <p>MDH: 010813</p>	<p>Report#: SSV012203615</p> <p>Open Date: 03/30/2012</p> <p>Mileage: 11797</p> <p>Warr Built Dt: 01/08/2011</p> <p>Supplier RP:</p>	<p>Zone/Cd: 74-45220</p> <p>Name: WASECA CHRYSLER CENTER</p> <p>Address: 1800 ELM AVE WEST WASECA, MN 560933043</p> <p>Phone: 507 835-1940</p>
---	---	--

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: MIL ON ETC LIGHT FLASHES UNABLE TO ACCELERATE HAS STALLED AT STOP SIGNS. SETS CODES P0340 P0345 P0365 P0390 P0129 C121C.

Service Action: BRAIN, CHECK FOR LOOSE CAM SENSOR CONNECTOR-LAB SCOPE CAM AND CRANK SIGNALS AT THE PCM AND VERIFY GOOD SQUARE WAVE PATTERNS TO RULE OUT TONE WHEEL/SENSOR/WIRING CONCERN. UPDATE PCM SOFTWARE TO PN# 68057013AH / PERFORM TSB 18-018-11/18-037-11- RETEST- TCM NEEDS TO BE INITIALIZED SO THAT THE PCM FLASH CAN TAKE EFFECT .CLEAR VARIABLE LINE PRESSURE COUNTERS AND PERFORM QUICK LEARN (WILL INITIALIZE TCM)IF STILL HAVE CONCERN -CHECK PCM C2 CONNECTOR PINS- CHECK FOR SPREAD /BACKED OUT TERMINALS IN PCM C2 (BROWN) ENGINE HARNESS CONNECTOR FOR CAM SENSOR CIRCUITS \u0096CAM SIGNAL PIN 62 (K44) \u0096 (GROUND) PIN 66(K900) /5V SUPPLY PIN 67 (F855) \u0096 -PULL C2 CONNECTOR AT PCM AND TIGHTEN PINS-PERFORM CAM /CRANK RELEARN-POS BAD CAM SENSOR OR WIRING

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012204829

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG3BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6316010722)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3260D1119)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 120107

Report#: SSV012204829
Open Date: 03/30/2012
Mileage: 36314
Warr Built Dt: 12/01/2010
Supplier RP:

Zone/Cd: 66-26633
Name: FERMAN CHRYSLER JEEP DODGE RAM
Address: 3939 US HWY 19
 NEW PORT RICHEY, FL 34652
Phone: 727 847-5555

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: OWNER STATES THE VEHICLE STALLS INTERMITTENTLY WHEN COMING TO A STOP. NO CODES AND DEALE HAS NOT DUPLICATED.

Service Action: ADVISE TECH TO INSPECT CAM SENSOR TONE RINGS AND SENSORS. IF OK, INSPECT ESIM SWITCH ON EVAP CANISTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012189468

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG5BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6362010046)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0121D2443)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 012015

Report#: SSV012189468
Open Date: 03/29/2012
Mileage: 5621
Warr Built Dt: 01/20/2011
Supplier RP:

Zone/Cd: 35-43167
Name: LANCASTER DODGE INC
Address: 1475 MANHEIM PIKE
 LANCASTER, PA 176013125
Phone: 717 393-0625
 717 399-3176

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CUSTOMER HAD VEHICLE SHUT OFF ON HER AND IS COMPLAINING OF IDLE FLUCTUATION I AM HAVING TROUBLE GETTING YOUR RECORDING. THE TEMPLATE SEEMS TO SAVE OKAY TO THE WITECH POD, BUT AS SOON AS I TRY TO START RECORDING I GET A ERROR SAYING LOST COMMUNICATION WITH DEVICE. I HAVE NOT FIGURED OUT HOW TO CORRECT THIS. IF YOU HAVE ANY SUGGESTIONS OR OTHER IDEAS I AM ALL EARS. I JUST UPLOADED THE DATA TO YOU. YOU SHOULD HAVE BOTH DATA RECORDINGS IN YOU SYSTEM. I VERIFIED THAT THEY RECORDED AND SENT THEM TO YOU BEFORE THE LAST TIME I CONTACTED YOU. I AM WAITING FOR YOUR OPINION ON THEM. THAT IS THE TEMPLATE THAT I USED. AND THOSE ARE THE RECORDINGS THAT I SENT YOU. I M NOT SURE WHAT MORE I CAN DO FOR YOU I AM GOING TO WORK ON GETTING YOU 2 MORE RECORDINGS. I JUST SENT YOU 2 MORE RECORDINGS THAT YOU REQUESTED. I HOPE THEY HELP. I WOULD LIKE TO KNOW WHERE TO GO WITH THIS. IF IT IS A PHASER ISSUE WHICH IT LOOKS LIKE IT IS SHOULD I JUST REPLACE BANK 2, OR SHOULD I REPLACE ALL OF THEM LEON, I HAVE HOOKED A VACUUM GUAGE UP TO ENGINE AND RAN. THE GUAGE DOES MOVE BUT IT ONLY MOVES WITH ENGINE RPM AND WHEN VVT CHANGES. THERE ARE NO RAPID MOVEMENTS OF THE GUAGE

INDICATING A VALVE ISSUE. I HAVE ALSO CHECKED HARNESS WHERE YOU HAVE MENTIONED. ALL APPEARS OK. SINCE YOU HAVE ME IN THE DATA RECORDING MOOD, I HAVE SENT YOU 2 MORE USING THE VVT TEMPLATE ALONG WITH SOME ADDED ON GOODIES INCLUDING MAP, AND ENGINE RPM. I WOULD LIKE YOU TO LOOK AT EXHAUST CAM 2 ACTUAL POSITION, ENGINE RPM, AND MAP VACUUM. IT APPEARS TO ME THAT ENGINE RPM AND MAP DROP AFTER THE DRAMATIC CHANGE IN EXHAUST CAM 2 POSITION (THIS IS WHEN I TRIGGERED THE FIRST HICUP). I STILL FEEL WE HAVE A PHASER OR POSSIBLY A CAM SENSOR ISSUE. RIGHT NOW I AM PLANNING TO SWAP BANK 1 AND 2 CAM SENSORS. CONTACT ME WITH ANY THOUGHTS. THANK YOU

Service Action: SCOT, \ THERE IS A WI-TECH TEMPLATE THAT WAS JUST LOADED INTO THE WI-POD, NOT STAR MOBILE, THAT IS CALLED \\ MARK SYNC DATA\\. UPLOAD THAT TEMPLATE TO YOU WI-TECH AND COPY THE DATA AND THEN YOU CAN USE THE \\ UPLOAD TO SUPPORT\ BUTTON TO SEND IT HERE. LET ME KNOW WHEN YOU DO THAT SO I CAN GO INTO THE SERVER AND RETRIEVE IT.\r\n\r\nI WILL ALSO NEED TWO RECORDINGS, ONE AT START UP AND ONE AT IDLE. TEMPLATE TITLED, \\ VVT CONTROLS\\ IS THE ONE YOU SHOULD USE. MAKE SURE YOU HAVE THE LATEST TEMPLATE BY DELETING ANYTHING THAT SAYS \\ VVT CONTROLS\\ , AND THEN RESTART WITECH, IT SHOULD DOWNLOAD THE LATEST VERSION.\r\n\r\nUSE THE \\ FORWARD TO SUPPORT\ OPTION AND LET ME KNOW WHEN YOU DO, SO I CAN RETRIEVE THE RECORDINGS FROM THE SERVER\ .

SCOT, FOR ANY EQUIPMENT ISSUES YOU NEED TO CALL WI-TECH SUPORT AT 1-888-948-3241. SCOT, FOR ANY ISSUES OF THIS TYPE CALL THE WI-TECH HOTLINE FOR HELP.....DOUG. SCOT, FOUND 2 RECORDINGS. DID YOU GET THE MARKS DATA INFORMATION \r\n\r\n\r\nTHERE IS A WI-TECH TEMPLATE THAT WAS JUST LOADED INTO THE WI-POD, NOT STAR MOBILE, THAT IS CALLED \\ MARK SYNC DATA\\. UPLOAD THAT TEMPLATE TO YOU WI-TECH AND COPY THE DATA AND THEN YOU CAN USE THE \\ UPLOAD TO SUPPORT\ BUTTON TO SEND IT HERE. LET ME KNOW WHEN YOU DO THAT SO I CAN GO INTO THE SERVER AND RETRIEVE. SCOT, THE RECORDINGS ARE FOR FAST FEED BACK AND ENGINEERING. THEY WANT THE MARKS DATA AND RECORDINGS.....DOUG. SCOT THIS CASE HAS BEEN SENT TO FFB TO READ YOUR RECORDINGS AND DATA YOU WILL GET A CALL BACK. SCOTT, RECOVERED RECORDINGS AND FORWARDED TO ENGINEERING FOR REVIEW. WILL ADVISE OF THE RESULTS. LEON SPOKE WITH TECH ON THIS CONCERN; MARKS DATA AND RECORDINGS WERE INCONCLUSIVE. ADVISED TO USE A MANUAL VACUUM GAUGE ON AN INTAKE SOURCE AND SEE WHAT THE GAUGE IS READING DURING THE MISFIRES. ALSO ADVISED TO LOOK AT THE ENGINE HARNESS WHERE IS GOES OVER THE TRANS MOUNT FOR POSSIBLE CHAFING CAUSING MISFIRE. TECH TO ADVISE OF RESULTS. LEON SCOTT, , I RECOVERED AND FORWARDED RECORDINGS FOR REVIEW. I WILL CONTACT YOU WITH THE RESULTS. LEON SCOT, RESULTS OF RECORDINGS: LOOKS LIKE EXH 2 PHASER IS STICKING AT LOCKPIN, AND WENT INTO A CLEANING CYCLE. CHANGE EXH 2 PHASER (BOTH EXH IF THEY HAVEN T BEEN REPLACED YET), AND HAVE THEM MAKE SURE THE OCV MOVES IN AND OUT SMOOTHLY. LEON

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012166039

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC7EG4BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED CONVERTIBLE
 JSCX27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6166110584)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1721D2212)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 062909

Report#: SSV012166039
Open Date: 03/22/2012
Mileage: 9465
Warr Built Dt: 06/29/2011
Supplier RP:

Zone/Cd: 51-44445
Name: GALENA CHRYSLER
Address: 937 GALENA SQUARE DRIVE
 GALENA, IL 61036
Phone: 815 777-4477

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:ENGINE STALLS WHEN COMING TO A STOP SIGN VEHICLE WILL STALL AT TIMES WHEN COMING TO A STOP YES.... I DROVE IT THISMORNING AND IT JUST IDLED DOWN AND DIED AT A STOP ONE AND STARTED FINE AFTER

Service Action:NICK NO KNOWN COMMON ISSUES FOR THIS CONCEN ADVISE INSPECT CANNISTER FOR SIGNS OF RAW FUEL AND PURGE FOR STICKING. NOTHING NICK HAS THE CONCERN BEEN DUPLICATED. NICK NEED TO FIGURE OUT WHATS BEING LOST WHEN CONCERN OCCURS. CAN NOT DUPLICATE AT THIS TIME

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012101611

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG5BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6333010348)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
 #:K3480D1523)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 122007

Report#: SSV012101611
Open Date: 03/17/2012
Mileage: 13896
Warr Built Dt: 12/20/2010
Supplier RP:

Zone/Cd: 71-52912
Name: GLENN E THOMAS DODGE CHRYSLER
Address: 2100 E SPRING ST
 SIGNAL HILL, CA 90755
Phone: 562 426-5111

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: STALLS AT TIMES NO CODES IN SYSTEM AND HAS BEEN ROAD TESTED OVER WEEKEND NEVER DUPLICATED

Service Action: STALLS AT TIMES NO CODES IN SYSTEM AND HAS BEEN ROAD TESTED OVER WEEKEND NEVER DUPLICATED DUPLICATED : NO REPAIRS AND TESTS PERFORMED : SCAN WITH WITECH NO CODES AND MODULES ARE UP TO DATE. STALL HAS NOT BEEN DUPLICATED. JUST LOOKED IN STARR CASES DOES NOT HAVE SAME SYMPTOMS AS OTHER STALLING CASES THERE ARE NO CODES TECHCONNECT SEARCH : STALLING\r\n\r\nCESAR NO KNOWN ISSUES AND MAY HAVE TO DO A DATA RECORDING SO YOU CAN GET SOME INFORMATION ON IT. NEVER WAS DUPLIATED NO WORK PERFORMED AT THIS TIME

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012068865

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG8BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6014110800)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0131D2703)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 013108

Report#: SSV012068865
Open Date: 03/15/2012
Mileage: 11889
Warr Built Dt: 01/31/2011
Supplier RP:

Zone/Cd: 66-43325
Name: FIVE STAR DODGE-CHRY-JEEP
Address: 3068 RIVERSIDE DRIVE
 MACON, GA 312102597
Phone: 478 474-3700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:CAR STALLS WHILE DRIVING, STARTS RIGHT BACK UP

Service Action:CHARLES HAS UP DATED THE PCM AND PERFORMED THE RRT 11-069. EASY RESTART AFTER DIE OUT. HAS HAPPENED 4 TIMES IN 12,000 MILES. IS THIS HAPPENING AFTER A FILLUP NO CODES ARE SETTING.
 ADVISED TECH TO TRY TO DUPLICATE ISSUE. INSPECT WIRING AND CONNECTORS. IF ALL CHECKS OUT GOOD REPLACE PCM.
 REPLACED PCM, ONLY TIME WILL TELL IF FIXED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011955890

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6014110641)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3270D2239)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 012608

Report#: SSV011955890
Open Date: 03/13/2012
Mileage: 11395
Warr Built Dt: 01/26/2011
Supplier RP:

Zone/Cd: 66-45148
Name: JACKSONVILLE CHRYSLER JEEP DOD
Address: 11101 NURSERY FIELDS DRIVE
 JACKSONVILLE, FL 32256
Phone: 904 493-0000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: INTER. STALL WHEN COMING TO STOP LAST VISIT DROVE 275 MILES AND COULD NOT DUPLICATE ONCE. SINCE CUSTOMER LEFT VEHICLE HAS STALLED 3 TIMES AND CUSTOMER CONCERNED WITH SAFETY INTER. STALL WHEN COMING TO STOP LAST VISIT DROVE 275 MILES AND COULD NOT DUPLICATE ONCE. SINCE CUSTOMER LEFT VEHICLE HAS STALLED 3 TIMES AND CUSTOMER CONCERNED WITH SAFETY DROVE FOR AN ADDITIONAL 2 DAYS FOR OVER 100 MILES AS OF NOW WITH COPILOT WITHOUT INCIDENT WHEN CUSTOMER CYCLES KEY- RESTARTS WITHOUT ISSUE STILL UNABLE TO DUPLICATE MYSELF SO FAR OK THIS TIME BETWEEN MILAGE 11395 AND 12141 SHUT OFF ONE TIME FOR THEM. STILL HAVE YET TO DUPLICATE MYSELF. I PUT THE CRANKSENSOR PER STAR LAST VISIT. SEE ADDITIONAL NOTES ON THIS VEHICLE THAT AREW NOT COMING UP ON THIS . I CLOSED OUT THE TECH ASSIST WITH ADDITIONAL INFO NOT LISTED HERE REPLACED ENGINE HARRNESS AND INJECTOR HARRNESS AND TEST DROVE 55 MILES AND DID NOT STALL.LET SIT OVERNIGHT AND DROVE 14 MILES AND STOPED AND PUT IN PARK AND AFTER ABOUT 30 SECONDS IT STARTED SHAKING LIKE MISFIRING FOR JUST 3 OR 4 SECONDS AND STALLED .RESTARTED OK AND DROVE ANOTHER 35 MILES AND DID NOT STALL PLEASE READ PREVIOUS NOTE, IT DID STALL

Service Action:CHRISTOPHER, ROAD TEST AND SEE IF YOU CAN DUPLICATE THIS ISSUE. NO KNOWN ISSUES IN OUR DATA BASE.....DOUG. CHRISTOPHER, SEE IF YOU CAN GET A RECORDING OF THIS DIE OUT ISSUE AND REVIEW. WHEN IS VEHICLE STALLING, KEY CYCLE TO RESTARTDOUG. CHRISTOPHER, IF UNABLE TO PIN POINT ISSUE TRY AGAIN TO CATCH IN RECORDING. TRY A CRANK SENSOR AND ROAD TEST THE VEHICLE.....DOUG. CHRISTOPHER, DID YOU TRY A CRANK SENSOR, STILL NO RECORDING.....DOUG. CHRISTOPHER, YOU WILL NEED TO DUPLICATE THIS ISSUE. DID YOU TRY A CRANK SENSOR AND ROAD TEST THE VEHICLE.....DOUG. CHRISTOPHER HAS REPLACED CRANK SENSOR. ADVISED TECH TO REPLACE THE ENGINE WIRING HARNESS AND ROAD TEST THE VEHICLE. CHRISTOPHER, YOU ARE GOING TO NEED TO DUPLICATE THIS ISSUE FOR ANY MORE DIAG. CHRISTOPHER, YOU WILL NEED TO DUPLICATE THIS ISSUE. WE HAVE NO KNOWN FIX FROM STAR S END.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012013262

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6312010178)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3380D2145)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 010306

Report#: SSV012013262
Open Date: 03/13/2012
Mileage: 834
Warr Built Dt: 01/03/2011
Supplier RP:

Zone/Cd: 70-44894
Name: CHRYSLER JEEP DODGE OF WILSONV
Address: 27490 SW 95TH AVENUE
 WILSONVILLE, OR 97070
Phone: 503 454-2500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEH DIES INTERM HAS STORED CODE PO339 SCOPED THE K24 AT THE PCM AND SENSOR, BOTH SIGNALS LOOK THE SAME SRRY, DO YOU WANT ME TO HARD WIRE THE OIL PRESSURE WIRING I DISCONNECTED THE OIL PRESSURE WIRING AT C162, THE VEH HAS NOT DIED NOR HAS THE CRANK CODE RETURN, HOWEVER THE CAM PHASERS ARE DISABLED DO TO THE OIL PRESSURE CODE, AND THE VEH WONT GET OUT OF ITS OWN WAY. JUST WANTED TO MAKE SURE YOUR MEANING OF ISOLATE THE OIL PRESSURE CIRCUIT.\r\nTHX, KENT

Service Action:KENT, ADVISED TO LAB SCOPE THE CRANK SENSOR BOTH AT THE SENSOR AND THE PCM. KENT, FOR TESTING PURPOSES ISOLATE THE OIL PRESSURE WIRING AND ATTEMPT TO DUPLICATE THE STALL. KENT, YES BY ISOLATING THE OIL SENSOR WIRING AND THE CRANK CODE HAS NOT RETURNED INDICATES AN ISSUE ON THE 5 VOLT SUPPLY CIRCUIT. HARD WIRED VEH AS PER RECOMMENDED, TEST DROVE VEH SEVERAL TIMES. OK AFTER REPAIRS\r\nVEH HAS NOT RETURNED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012143048

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG6BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6165110842)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1721D2265)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 070618

Report#: SSV012143048
Open Date: 03/12/2012
Mileage: 1669
Warr Built Dt: 07/06/2011
Supplier RP:

Zone/Cd: 32-58525
Name: PAPA'S DODGE INC
Address: 585 E MAIN ST
 NEW BRITAIN, CT 060512000
Phone: 860 225-8751

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VECHILE DIE OUT WHILE DRIVING

Service Action:ROMAN, YOU WILL NEED TO CONTACT THE WI-TECH HELPDESK AT 1-888-WITECH-1 FOR ANY WIRING APPLICATION CONCERNS. FUEL PUMP\r\n*****\r\nSTAR: TECH REPLACED THE FUEL PUMP MODULE FOR P127F.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012151896

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG7BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6193110497)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1991D1007)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 072713

Report#: SSV012151896
Open Date: 03/12/2012
Mileage: 4729
Warr Built Dt: 07/27/2011
Supplier RP:

Zone/Cd: 70-45469
Name: PRESTIGE CHRYSLER JEEP DODGE L
Address: 6520 CENTENNIAL CENTER BLVD
 LAS VEGAS, NV 891494571
Phone: 702 939-8200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:STATES CAR STALL AT STOPS

Service Action:ROBERT,MAKE SURE THE PCM IS UP TO DATE,CHECK THE BASICS WHEN THE CONCERN IS PRESENT AND CAN BE DUPLICATED.WIGGLE TEST AND INSPECT THE WIRING HARNESS FOR RUBS AND CHAFS.SEE STAR CASES S1108000062 & S1118000007.RELEARN THE T/B IF NEEDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011564715

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG0BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6313010061)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3270D2461)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 121514

Report#: SSV011564715
Open Date: 03/10/2012
Mileage: 4832
Warr Built Dt: 12/15/2010
Supplier RP:

Zone/Cd: 71-52912
Name: GLENN E THOMAS DODGE CHRYSLER
Address: 2100 E SPRING ST
 SIGNAL HILL, CA 90755
Phone: 562 426-5111

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: STALL INTERMITTENT RESTARTS EASY WHAT DO YOU NEED FROM ME WAITING FOR CONTACT FROM ENGINEERING

Service Action: ANY DIAGNOSTIC CODES HAVE YOU DUPLICATED CONCERN .CHECK FOR RAW FUEL IN CANISTER/POS CUSTOMER OVERFILL-CHECK FOR STUCK OPEN PURGE SOLENOID- STUCK OPEN PURGE SOLENOID WILL NOT SET A CODE AND WILL \ FLOOD\ GIVE YOU A RICH MIXTURE AT START UP UNTIL ENGINE GETS WARM AND CAN COMPENSATE FOR EXTRA FUEL.IDLE WILL RISE AND FALL(BURNING EXTRA FUEL)MAY CAUSE STALL WHEN VEHICLE IS COLD OR AFTER VEHICLE FILL UP.CHECK YOUR ADAPTIVES. NEVER FOUND ANYTHING OR HAD VEH STALL ON US ADDITIONAL INFORMATION REQUIRED. I M ON VACATION, CAN YOU LOOK AT THE THREE RECORDINGS THEY SENT. ON THE ONE THAT DIED AT IDLE INJECTOR 5 AND 6 SHUT OFF, BUT IN THE OTHER TWO RECORDINGS ALL INJECTORS ARE STILL FIRING WHEN THE SPEED DROPS. ALSO SENT THE RECORDINGS DIRECTLY TO MARK LAESCH. DUE TO LACK OF FORWARD PROGRESS WILL FORWARD TO MASTER CONSULTANT FOR REVIEW. THE CASE HAS BEEN REVIEWED AND WILL BE ESCALATED. REVIEWED RECORDINGS. ACTUAL TORQUE GOING TO 208 FT LB MS JUST BEFORE DIE OUT. NOT SURE WHY THIS MAY BE OCURRING.

REVIEWING RECORDINGS WITH ENGINEERING. SPOKE TO ADRIAN GROVE, 10/14/2011M, I TOLD HIM I WILL BE SHIPPING AN I BOX TO THE DEALERSHIP. STAN GOZZI WILL CAPTURE THE RECORDING OF THE DIE OUT AND WILL SHIP THE I BOX I BOX RECEIVED. INSTALLED AND MADE TEST RECORDING, DROVE, DID NOT DIE. LEFT INSTRUCTIONS FOR DEALER TO KEEP DRIVING AND TRY TO RECORD THE THREE PAGES OF DATA REQUESTED IF POSSIBLE. TECH TO REPORT BACK TO ME OR MARK. BOUGHT BACK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011589301

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2EG8BN [REDACTED] Model Year: 2011 Make/Model: CHRYSLER 200 TOURING CONVERTIBLE JSCL27 Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6076110056) Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0881D1131) Plant: STERLING HEIGHTS ASSEMBLY PLANT MDH: 040521	Report#: SSV011589301 Open Date: 03/09/2012 Mileage: 4576 Warr Built Dt: 04/05/2011 Supplier RP:	Zone/Cd: 35-44444 Name: BRANDYWINE-SMYRNA INC Address: 19 S DUPONT BLVD SMYRNA, DE 199771548 Phone: 302 653-8521
---	---	--

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: DER CONDITIONS DESCRIBED, NO REPLICATION OF CONCERN. SVC MANAGER FORWARDED CAM DATA TO BUS CNT TECH REP. TECH REP STATES CAN SEE STALL, HOWEVER WILL REQUIRE A \ SECOND\ OCCURANCE TO MATCH DATA STREAM FROM THIS OCCURANCE. RECOMMENDED BATT DISCONNECT TO CLEAR DATA STREAM AND RELEASE TO CUSTOMER, IF OCCURS AGAIN , FOR CUSTOMER TO RETURN SO DLR CAN RE-RUN DATA FOR COMPARISON. CUST STATES VEHICLE STALLS WHILE DRIVING AND SITTING AT RED LIGHTS.MADE COPY OF CAM CRANK SYNCHRONIZATION MONITOR SCREEN AND DOWN LOADED TO JUMP DRIVE.APPEARS THAT CUST IS REQUESTING BUY BACK FOR REPEAT CONCERN.DATA FOR CAM CRANK MAY HAVE SHOWN STALL.EVENT DATA TO BE SENT TO KENNY CASE AND ENGINEERING WIGGLED HARNESS AT C2 AND C1 NO STALLING OR ERRATIC ENGINE PERFORMANCE. CHECKED HARNESS NEAR TRANS MOUNT NO RUBBING ABOUT 1/8 INCH CLEARANCE BETWEEN MOUNT AND HARNESS. REMOVED CRANK SENSOR DATE CODE IS 11054. NOT SURE OF FREQUENCY I WILL HAVE SERVICE ADVISOR CALL FOR MORE DETAILS CUST STATES VEHICLE HAS STALLED APPROX 6 TIMES SINCE OWNERSHIP IT HAS ALWAYS BEEN AT STOP LIGHT ABOUT 10 MINUTES AFTER STARTING. SHE SAYS EVERYTHING STAYS ON ACCESORY

WISE THE ONLY WAY SHE KNOWS IT STALLS IS WHEN SHE GOES TO TAKE OFF IT DOESNT MOVE SO SHE RESTARTS. WEATHER AND CLIMATE DOESNT HAVE ANY EFFECT. ROADTESTED MULTIPLE TIMES UNDER CONDITIONS DESCRIBED, NO REPLICATION OF CONCERN. SVC MANAGER FORWARDED CAM DATA TO BUS CNT TECH REP. TECH REP STATES CAN SEE STALL, HOWEVER WILL REQUIRE A \ SECOND\ OCCURANCE TO MATCH DATA STREAM FROM THIS OCCURANCE. RECOMMENDED BATT DISCONNECT TO CLEAR DATA STREAM AND RELEASE TO CUSTOMER, IF OCCURS AGAIN , FOR CUSTOMER TO RETURN SO DLR CAN RE-RUN DATA FOR COMPARISON. VEHICLE RETURNED TO CUST .SHE CALLED NEXT MORNING SAID IT STALLED AGAIN.SHE IS TO RETURN TO DEALERSHIP 8-13 FOR EVAL OF CAM CRANK SYNC MONITOR. DATA THAT WAS SENT KENNY CASE REVEALED STALL BUT NOT SURE CAUSE .HE IS TO COMPARE DATA FROM THIS EVENT TO PREVIOUS DATA.CUST STATES VEHICLE STALLS WHILE DRIVING AND SITTING AT RED LIGHTS.MADE COPY OF CAM CRANK SYNCHRONIZATION MONITOR SCREEN AND DOWN LOADED TO JUMP DRIVE.APPEARS THAT CUST IS REQUESTING BUY BACK FOR REPEAT CONCERN.DATA FOR CAM CRANK MAY HAVE SHOWN STALL.EVENT DATA TO BE SENT TO KENNY CASE AND ENGINEERING WIGGLED HARNESS AT C2 AND C1 NO STALLING OR ERRATIC ENGINE PERFORMANCE. CHECKED HARNESS NEAR TRANS MOUNT NO RUBBING ABOUT 1/8 INCH CLEARANCE BETWEEN MOUNT AND HARNESS. REMOVED CRANK SENSOR DATE CODE IS 11054. NOT SURE OF FREQUENCY I WILL HAVE SERVICE ADVISOR CALL FOR MORE DETAILS CUST STATES VEHICLE STALLS WHILE DRIVING AND SITTING AT RED LIGHTS.MADE COPY OF CAM CRANK SYNCHRONIZATION MONITOR SCREEN AND DOWN LOADED TO JUMP DRIVE.APPEARS THAT CUST IS REQUESTING BUY BACK FOR REPEAT CONCERN.DATA FOR CAM CRANK MAY HAVE SHOWN STALL.EVENT DATA TO BE SENT TO KENNY CASE AND ENGINEERING WIGGLED HARNESS AT C2 AND C1 NO STALLING OR ERRATIC ENGINE PERFORMANCE. CHECKED HARNESS NEAR TRANS MOUNT NO RUBBING ABOUT 1/8 INCH CLEARANCE BETWEEN MOUNT AND HARNESS. REMOVED CRANK SENSOR DATE CODE IS 11054. NOT SURE OF FREQUENCY I WILL HAVE SERVICE ADVISOR CALL FOR MORE DETAILS CUST STATES VEHICLE HAS STALLED APPROX 6 TIMES SINCE OWNERSHIP IT HAS ALWAYS BEEN AT STOP LIGHT ABOUT 10 MINUTES AFTER STARTING. SHE SAYS EVERYTHING STAYS ON ACCESORY WISE THE ONLY WAY SHE KNOWS IT STALLS IS WHEN SHE GOES TO TAKE OFF IT DOESNT MOVE SO SHE RESTARTS. WEATHER AND CLIMATE DOESNT HAVE ANY EFFECT. CUST STATES VEHICLE STALLS WHILE DRIVING AND SITTING AT RED LIGHTS.MADE COPY OF CAM CRANK SYNCHRONIZATION MONITOR SCREEN AND DOWN LOADED TO JUMP DRIVE.APPEARS THAT CUST IS REQUESTING BUY BACK FOR REPEAT CONCERN.DATA FOR CAM CRANK MAY HAVE SHOWN STALL.EVENT DATA TO BE SENT TO KENNY CASE AND ENGINEERING WIGGLED HARNESS AT C2 AND C1 NO STALLING OR ERRATIC ENGINE PERFORMANCE. CHECKED HARNESS NEAR TRANS MOUNT NO RUBBING ABOUT 1/8 INCH CLEARANCE BETWEEN MOUNT AND HARNESS. REMOVED CRANK SENSOR DATE CODE IS 11054. NOT SURE OF FREQUENCY I WILL HAVE SERVICE ADVISOR CALL FOR MORE DETAILS CUST STATES VEHICLE HAS STALLED APPROX 6 TIMES SINCE OWNERSHIP IT HAS ALWAYS BEEN AT STOP LIGHT ABOUT 10 MINUTES AFTER STARTING. SHE SAYS EVERYTHING STAYS ON ACCESORY WISE THE ONLY WAY SHE KNOWS IT STALLS IS WHEN SHE GOES TO TAKE OFF IT DOESNT MOVE SO SHE RESTARTS. WEATHER AND CLIMATE DOESNT HAVE ANY EFFECT. ROADTESTED MULTIPLE TIMES UN

Service Action:CALL DEALER FOR CASE REVIEW . ADVISE TECH TO DUPLICATE THE CUSTOMERS CONCERN BEFORE ATTEMPTING TO REPAIR . ADVISE TECH TO GET A DATA RECORDING OF THE STALLING CONCERN IF POSSIBLE AND INCLUDE ALL PCM SENSOR DATE , ENGINE SPEED AND VEHICLE SPEED ARE A MUST . ADVISE TECH TO CLOSELY INSPECT THE ENGINE HARNESS FOR INTERMITTENT SHORT TO GROUND RUB THROUGH CONCERNS . ADVISE TECH TO CHECK ALL MAJOR UNDER HOOD CONNECTORS FOR MOISTURE CORROSION AND PIN RETENTION . ADVISE TECH TO VERIFY THE BATTERY CABLE CONNECTIONS AT BOTH ENDS . ADVISE TECH TO CHECK THE CHARCOAL CANISTER FOR SIGNS OF RAW FUEL . ADVISE TECH WILL FORWARD THE CASE IN TO THE ESCALATION PROCESS DUE TO THE CUSTOMER MENTIONING REPEAT FAILURES

AND POTENTIAL BUY BACK . THIS CASE HAS BEEN REVIEWED, AND WILL BE FORWARDED FOR ASSISTANCE. THERE IS A RELATED CAIRS CASE ON THE VEHICLE. WIGGLE HARNESS NEAR THE PCM C2 CONNECTOR TO SEE IF THE ENGINE DIES OUT,IT IT DOES, REPLACE HARNESS. CHECK FOR CHAFING OF THE ENGINE HARNESS AT THE TRANS MOUNT. TECH TO CHECK CKP SENSOR FOR QUESTIONABLE BUILD DATE. CUSTOMER ALSO COMPLAINED THAT THE ODOMETER WAS CLOCKING MILES AT ABOUT TRIPLE THE RATE. TECH COMPARED MILEAGE WITH A GARMIN GPS UNIT AND THE MILEAGE WAS TRUE, NOT CLOCKING TOO FAST. ROBERT, DID THE CUSTOMER GIVE YOU ANY IDEA ABOUT HOW OFTEN THIS HAPPENS PLEASE KEEP ME UP TO DATE ON THE CUSTOMERS RESPONSE. ROBERT, I M TAKING THIS ONE TO MY TEAM LEADER TO HAVE IT ESCALATED TO THE FTS GROUP FOR REVIEW. ROBERT, DO YOU THINK WE COULD PUT A DATA RECORDER IN THIS VEHICLE AND HAVE THE CUSTOMER DRIVE IT TO GET A RECORDING OK, PLEASE KEEP US POSTED AS TO THE PROGRESS OF THIS VEHICLE. THANKS FOR THE UPDATE STILL UNDUPLICATIBLE ADDITIONAL INFORMATION REQUIRED. TA HAS REQUESTED NUMEROUS TIMES TO EDUCATE THE DEALERS ON WHAT TO LOOK FOR ON THE MARKS PAGES. IF YOU GO TO THE CAM CRANK SYNC PAGE YOU WILL FIND EVENT DATA. THIS WILL SHOW IF A VEHICLE HAS STALLED OR NOT. MANY TAS ARE NOT AWARE OF THESE PAGES AND WHAT TO DO WITH THEM IF IT HAS STALLED. I AM RECOMMENDING A STAR ONLINE CASE/ BULLETIN THAT EXPLAINS HOW TO LOOK AT THESE PAGES. MANY DEALERS CALL AND REPORT, THE CUSTOMER SAYS THE CAR STALLED BUT THERE ARE NO CODES AND IT WILL NOT STALL ON US. THEY CAN LOOK AT THESE PAGES AND FIND OUT IF THE CAM OR CRANK DROPPED OUT AND CAUSED A STALL. THIS FIXES ABOUT 7-10 VEHICLES THAT I WORK ON PER YEAR. THIS IS VALUABLE INFORMATION THAT THE TECHS CAN USE YET ALL OF THEM HAVE NEVER HEARD ABOUT IT UNTIL I TELL THEM. \n\nSHOULD BE NOTED THAT IT DID NOT FIX THIS VEHICLE HOWEVER, IT DID SHOW THAT IT WAS INDEED STALLING (IT WAS SUSPECTED THAT THE CUSTOMER JUST WANTED OUT OF THE VEHICLE) SO BASED ON THAT INFO I INSTRUCTED THE DEALER TO PUT A DATA RECORDER ON THE VEHICLE TO CAPTURE THE STALL. THESE MARK PAGES RULED OUT CAM CRANK DROP OUT. CUST HAS NOT RETURNED FOR CONCERN

Correction:

Field Engineer Analysis Report

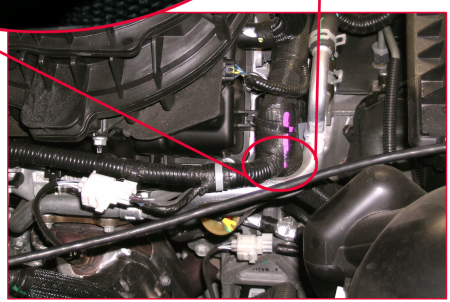


Issue Number: WT2530JM072121
Business Group: PQRC Field Engineer
Location: Orlando
Issue Type: Driveability
Category: Reliability
Reported By: Marchica, Joe
Phone: +1 407 299 1120 ex 1054
Created On: 03/12/2012

Images: 1



Note where the harness had been melting against the coolant tube



<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
JS	BN [REDACTED]	5372	052418	41383	ERB 6126 1102 78	DG2 K123 1D14 57	

2011 JS VIN BN [REDACTED]

CONCERN #1 Customer Concern:

The customer states that the vehicle still is stalling out at stoplights and has no power on acceleration.

Root Cause:

No DTCs;

Cost of repair: \$172.33
Keywords: plantprocess supplierquality designissue
CPA audit level: L-50

Field Engineer Analysis Report



Repair Action:

The technician replaced the ESIM, and tethered the engine harness away from the coolant line.

Detail: The customer came in and said the vehicle would stall every time they drove it. When this would happen, the vehicle would sometimes restart right away and sometimes take several seconds to start. Once it started they said it would hesitate through traffic. The technician could not duplicate the issue. Since there were no DTCs, the ESIM was replaced since it has been known for sticking. I noticed that the engine harness was resting against the front coolant by pass line and had actually started to melt the side of the harness loom. The technician opened the harness loom and although he didnt any open or short circuits, there were several wires melted together by just the insulation. He repaired them and tethered the harness up and away from the coolant tube. The customer called back the same day and said the vehicle is driving perfect now with no stumbles and no stalling. At this time we are suspecting the excessive heat on the harness was changing the resistance on the cam and/or crank sensor circuits.

TSB Group: 08

Repair Successful: Y

Issue Number: WT2530JM072121
Business Group: PQRC Field Engineer
Location: Orlando
Issue Type: Driveability
Category: Reliability
Reported By: Marchica, Joe
Phone: +1 407 299 1120 ex 1054
Created On: 03/12/2012

Images: 1

<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
JS	BN [REDACTED]	5372	052418	41383	ERB 6126 1102 78	DG2 K123 1D14 57	

Field Engineer Analysis Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
-------------	------------------	----------	-----------	---------	---------

** No Parts Information Available

QNA - Quality Narrative Analyzer Detail Report Customer Promoter Score Report#: BN52854004

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG9BN [REDACTED]

Report#: BN52854004

Zone/Cd: 66-67947

Model Year: 2011

Open Date: 04/09/2012

Name: STAN MCNABB C-P-D-J-E

Make/Model: DODGE

Mileage: 0

Address: 1200 MANCHESTER

AVENGER SXT

Warr Built Dt: 02/21/2011

TULLAHOMA, TN 37388

JSDE41

Supplier RP:

Phone: 931 454-9371

Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6031110761)

931 455-1155

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser

#:K0211D3550)

Plant: STERLING HEIGHTS ASSEMBLY PLANT

MDH: 022109

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
-------------	------------------	----------	-----------	---------	---------

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
-----	-----------------	------	---------

** No Labor Information Available

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend DODGE to a friend or colleague?

Score: 07 (Neutral)

Q2. Please rate your satisfaction with your AVENGER SXT on a scale of 0 to 10.

Score: 06 (Detractor)

Field Engineer Analysis Report

E24. Abnormal Engine Noises

T27.

It's very loud at startup in the mornings and also, it has stalled on my several times at red lights and stuff where the transmission doesn't go.

Q3. Please rate your satisfaction with your experience at STAN MCNABB C-P-D-J-E on a scale of 0 to 10.

Score: 09 (Promoter)

Q14. Do you want someone from Chrysler LLC to contact you?

01 - Yes

003. Non-Legal/Non-Dealer

SURVEY COMPLETED 2012-04-09 20:57:15, CUSTOMER ID:042357829, RO:00900560, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Field Engineer Analysis Report

QNA - Quality Narrative Analyzer Detail Report Customer Promoter Score Report#: BN56852303

Vehicle Information

VIN: 1C3BC1FG3BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6126110163)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1171D3095)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 051717

Repair Information

Report#: BN56852303
Open Date: 04/04/2012
Mileage: 0
Warr Built Dt: 05/17/2011
Supplier RP:

Dealer Information

Zone/Cd: 70-67183
Name: ANDERSON CHRY-JEEP-DODGE
Address: 3920 N HIGHWAY 95
 LAKE HAVASU CITY, AZ 86404
Phone: 928 764-5153

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
68055891AA	OIL -5W30	6	2.63		
68079744AB	FILTER -ENGINE OIL	1	1.25		

Labor Information

LOP	LOP Description	Cost	Fail Cd
-----	-----------------	------	---------

** No Labor Information Available

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?
 Score: 06 (Detractor)
 992. Safety/Legal
 007. Negative experience / problems with CURRENT vehicle
 Right now, '6' but if they resolve it, it would be a '10'. I don't think it's something that's the dealer's fault. It's something maybe in the manufacturing something just wasn't right with it when it came off the line and all of us, between the dealership and the representative are trying to get it resolved. So the dealer I have no issue with. The car I have kind of a little issue with, even though

Field Engineer Analysis Report

I like it and if all of it gets resolved, I'll be real happy.

Q2. Please rate your satisfaction with your 200 TOURING on a scale of 0 to 10.

Score: 06 (Detractor)

992. Safety/Legal

E20. Engine Runs, Then Dies/Stalls

P25. Unspecified performance of vehicle

Right now, '6'. Just that one little thing is holding me back on it. Everything else on the car is beautiful. It's just the drivability problem it's got. If we can get it to stop surging and stalling, we'd be fine.

Q3. Please rate your satisfaction with your experience at ANDERSON CHRY-JEEP-DODGE on a scale of 0 to 10.

Score: 10 (Promoter)

Q14. Do you want someone from Chrysler LLC to contact you?

02 - No

001. Legal

SURVEY COMPLETED 2012-04-07 16:11:03, CUSTOMER ID:714350516, RO:00226630, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Field Engineer Analysis Report

QNA - Quality Narrative Analyzer Detail Report Customer Promoter Score Report#: BN59697008

Vehicle Information

VIN: 1C3BC8FG2BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200S
 JSCR41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6173110578)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1721D2576)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 070114

Repair Information

Report#: BN59697008
Open Date: 03/30/2012
Mileage: 0
Warr Built Dt: 07/01/2011
Supplier RP:

Dealer Information

Zone/Cd: 35-43232
Name: JEFF D'AMBROSIO CHRYSLER JEEP
Address: 1221 E LANCASTER AVE
 DOWNINGTOWN, PA 193355369
Phone: 610 269-9500
 610 269-7278

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?
 Score: 03 (Detractor)
 007. Negative experience / problems with CURRENT vehicle
 011. Poor service experience
 my car shuts off when coming to a stop and since there is no code being recorded they don't know what to fix. I have spent a lot of time on the phone with chrysler, my dealer and driving a rental instead of the car I'm paying for. I would definitely recommend my dealer, they are trying their best, but not to get a Chrysler

Field Engineer Analysis Report

Q2. Please rate your satisfaction with your 200S on a scale of 0 to 10.

Score: 01 (Detractor)

E20. Engine Runs, Then Dies/Stalls

It shuts off when coming to a stop, numerous times.

Q3. Please rate your satisfaction with your experience at JEFF D'AMBROSIO CHRYSLER JEEP on a scale of 0 to 10.

Score: 08 (Neutral)

SURVEY COMPLETED 2012-04-03 06:45:17, CUSTOMER ID:093042499, RO:00597043, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Field Engineer Analysis Report

QNA - Quality Narrative Analyzer Detail Report Customer Promoter Score Report#: BN61964403

Vehicle Information

VIN: 1C3BC2FG0BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6159110600)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1861D2231)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 070712

Repair Information

Report#: BN61964403
Open Date: 03/26/2012
Mileage: 0
Warr Built Dt: 07/07/2011
Supplier RP:

Dealer Information

Zone/Cd: 51-60495
Name: MICHIGAN CITY CHRYSLER DODGE J
Address: 700 E US HIGHWAY 20
 MICHIGAN CITY, IN 463607422
Phone: 219 872-8600
 877 397-5249

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
OIL		5	3.50		
68079744AB	FILTER -ENGINE OIL	1	8.50		

Labor Information

LOP	LOP Description	Cost	Fail Cd
-----	-----------------	------	---------

** No Labor Information Available

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 05 (Detractor)

007. Negative experience / problems with CURRENT vehicle

011. Poor service experience

I have a glitch in it. Me and about 15 more people that have them. This Chrysler 200 has a glitch in it. It'll quite on you running down the road. It'll quit on you at a stop sign and they can't find it. Everybody there has got the idea that if it isn't on the computer they can't fix it. I'm old school. I'm an old man. How come when you add spark plugs and calls and all of that stuff You really

Field Engineer Analysis Report

just open a tool box us and you find a wrench or something they fixed the problem or tried to. These guys they want to put a computer to it and say, "There isn't anything wrong." It doesn't show up, nothing. Try something different. I don't know how old you are but back when I was a young man and working in a garage or a service station was tried to find the problem. You damn sure don't find it with a f***** computer. I'm happy with the car, I'm real happy with it. I like the car. I like it a lot. They're good people they just don't know any better.

Q2. Please rate your satisfaction with your 200 LIMITED on a scale of 0 to 10.

Score: 08 (Neutral)

Q3. Please rate your satisfaction with your experience at MICHIGAN CITY CHRYSLER DODGE J on a scale of 0 to 10.

Score: 10 (Promoter)

Q14. Do you want someone from Chrysler LLC to contact you?

02 - No

002. Dealer

SURVEY COMPLETED 2012-03-26 20:21:15, CUSTOMER ID:070289651, RO:00003653, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Field Engineer Analysis Report

QNA - Quality Narrative Analyzer Detail Report Customer Promoter Score Report#: BN62346003

Vehicle Information

VIN: 1C3BC1FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6155110262)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1231D2328)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 060922

Repair Information

Report#: BN62346003
Open Date: 03/14/2012
Mileage: 0
Warr Built Dt: 06/09/2011
Supplier RP:

Dealer Information

Zone/Cd: 32-68689
Name: HEALEY CHRYSLER DODGE JEEP LLC
Address: 557 ROUTE 52
 BEACON, NY 12508
Phone: 845 831-1148
 845 831-8823

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
CHBG-6550		1	19.95		
68164412AA	FOAM -AIR BLOCK	1	3.55	X	01/01/0001
CH68164412-AA	FOAM -AIR BLOCK	1	3.55		
68164413AA	FOAM -AIR BLOCK	1	3.55		01/01/0001
CH68164413-AA	FOAM -AIR BLOCK	1	3.55		
CH68055891-AA	OIL -5W30	6	2.99		
CH68079744-AB	FILTER -ENGINE OIL	1	8.14		

Labor Information

LOP	LOP Description	Cost	Fail Cd
-----	-----------------	------	---------

** No Labor Information Available

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Field Engineer Analysis Report

Score: 08 (Neutral)

Q2. Please rate your satisfaction with your 200 TOURING on a scale of 0 to 10.

Score: 06 (Detractor)

E97. Fuel Economy does not meet label as advertised

X30. Excessive Wind Noise

E20. Engine Runs, Then Dies/Stalls

It's not getting the gas mileage I thought it would get. That they promoted that it would get. Also, they can't figure out why it just...I've already had an issue with it. They had to replace the seal around the back window because it was leaking air. Then sitting at a light the car just shut off. They can't figure out why. I went in for a...I went for a second time so they could replace the seal because it had to be ordered. I also told them about the car shutting off. So, they thought maybe it was the remote for the alarm. So, they said...They had the key that it happened with. They sent a courier over and got the other key and then mixed the keys up. So, you couldn't tell which key it had happened with. Then I asked for an oil change. When I got there they wanted to charge me for a 5,000-mile service because the man who booked it put in a 5,000-mile service, instead of an oil change, which I had a coupon for an oil change and tire rotation. So, I was there for about 20 minutes to finally come to...for the man in charge of...There was a woman who helped me. She's actually the one who finally got it resolved for them to charge me the coupon price. But, it took...I was there for 20 minutes to pick my car up.

Q3. Please rate your satisfaction with your experience at HEALEY CHRYSLER DODGE JEEP LLC on a scale of 0 to 10.

Score: 06 (Detractor)

024. Parts not in stock

017. Quality of service work performed

004. Hard to deal with

It's not getting the gas mileage I thought it would get. That they promoted that it would get. Also, they can't figure out why it just...I've already had an issue with it. They had to replace the seal around the back window because it was leaking air. Then sitting at a light the car just shut off. They can't figure out why. I went in for a...I went for a second time so they could replace the seal because it had to be ordered. I also told them about the car shutting off. So, they thought maybe it was the remote for the alarm. So, they said...They had the key that it happened with. They sent a courier over and got the other key and then mixed the keys up. So, you couldn't tell which key it had happened with. Then I asked for an oil change. When I got there they wanted to charge me for a 5,000-mile service because the man who booked it put in a 5,000-mile service, instead of an oil change, which I had a coupon for an oil change and tire rotation. So, I was there for about 20 minutes to finally come to...for the man in charge of...There was a woman who helped me. She's actually the one who finally got it resolved for them to charge me the coupon price. But, it took...I was there for 20 minutes to pick my car up.

Field Engineer Analysis Report

Q14. Do you want someone from Chrysler LLC to contact you?

02 - No

002. Dealer

SURVEY COMPLETED 2012-03-18 12:26:51, CUSTOMER ID:707545798, RO:00186106, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011975806

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG0BN

Report#: SSV011975806

Zone/Cd: 70-24055

Model Year: 2011

Open Date: 03/10/2012

Name: JACK KEY MOTOR COMPANY INC

Make/Model: CHRYSLER

Mileage: 34

Address: 1840 N MAIN ST

200 TOURING

Warr Built Dt: 12/14/2010

LAS CRUCES, NM 880011114

JSCE41

Supplier RP:

Phone: 575 524-7741

Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6320010130)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser

#:K3370D2257)

Plant: STERLING HEIGHTS ASSEMBLY PLANT

MDH: 121410

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
-------------	------------------	----------	-----------	---------	---------

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
-----	-----------------	------	---------

** No Labor Information Available

Service Narrative Information

Customer Comment:CHECK ENGINE LIGHT IS ON AND ENGINE STALLS AND DIES

Service Action:JESUS, READ THE FOLLOWING\\ NEED TO LOOK AT CKP DATE CODES. THERE WAS A BATCH OF DEFECTIVE SENSORS WITH DATE CODES 8/13, 8/14, AND 8/18/2010 THAT ENDED UP GETTING SHIPPED TO ENGINE PLANTS. CLEAN DATE ON SENSORS STAMP#10336. SENSORS WITH DATE CODE PRIOR TO 10336 ARE SUSPECT AND SHOULD BE REPLACED.CONTI TOLD US OF 7000 SUSPECT CRANK SENSORS, P/N 05149167AD, WITH DATE CODES OF 11043 AND 11044. CHECK PCM- C2 CONNECTOR PIN #88 FOR LOOSE CONNECTION.TRY MANIPULATING SENSOR GROUND WIRE AT PCM- C2 CONNECTOR PIN 38 -TERMINAL 1-CRANK SENSOR CICUIT (K925 DB/GY 20) TO SEE IF THE ENGINE WOULD DIE OUT. POSSIBLE CKP CONNECTOR TERMINAL ISSUES. SQUEEZE TERMINAL DOWN TO GET A BETTER DRAG CONTACT. OVERLAY THE 3 CKP CIRCUITS BETWEEN THE SENSOR AND PCM. THE SEPARATE TERMINALS WITH IN PCM 2 WAS ISSUES AT SHAP FROM 12/14/2010 TO 1/7/2011. THE CLEAN POINT 1/7/2011 ON THE ISSUE WITH THE SEPARATED TERMINALS ON THE PCM CONNECTOR. KNOWN ISSUE \u0096 ALL APPLICATIONS (WK, WD, JS, JC, RT):\r\n\u00B7 FAULTY CRANK SENSOR \u0096 SENSORS WITH DATE CODE PRIOR TO 10336 ARE SUSPECT AND SHOULD BE REPLACED KNOWN ISSUE \u0096 JS ONLY:WIGGLE HARNESS NEAR THE PCM C2 CONNECTOR TO SEE IF THE ENGINE DIES OUT,IT IT DOES, REPLACE HARNESS. CHECK FOR CHAFING OF THE ENGINE HARNESS AT THE TRANS MOUNT.\r\n\u00B7 SPREAD TERMINALS IN PCM C2 (BROWN) ENGINE HARNESS CONNECTOR FOR CRANK SENSOR CIRCUITS \u0096 VEHICLES BUILT BEFORE 1/8/11 CLEAN POINT MAY HAVE THIS ISSUE:\r\nO PIN 88 (K925 DB/CY

20) \u0096 SENSOR RETURN (GROUND)\r\nO PIN 86(K24 BR/DB 20) \u0096 SENSOR SIGNAL\r\nO PIN 67 (F855 RD/YL 20) \u0096 5V SUPPLY\r\n\r\n \ REPLACED THE ENGINE
HARNES THE PIN & 86 ON ECM BROKEN & DAMAGE THE ECM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011997260

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC8EG9BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200S CONVERTIBLE
 JSCR27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6155110624)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1521D3367)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 062408

Report#: SSV011997260
Open Date: 03/09/2012
Mileage: 8241
Warr Built Dt: 06/24/2011
Supplier RP:

Zone/Cd: 71-24105
Name: JEEP CHRYSLER DODGE OF ONTARIO
Address: 1202 AUTO CENTER DR
 ONTARIO, CA 917612208
Phone: 909 390-9898

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:CAR STALLS WHEN AT A STOP. HOT OR COLD ENGINE TEMP. OK. I WILL LET YOU KNOW. THANKS

Service Action:JARED,TAKE A LOOK AT STAR CASE S1108000052,ALSO WIGGLE TEST THE CKP SENSOR CIRCUITS/WIRING NEAR THE PCM CONNECTORS.CHECK FOR ANY AFTERMARKET ACCESSORIES THAT COULD BE POSSIBLY CAUSING THE ISSUE ALSO.INSPECT THE HARNESS FOR ANY RUBS/CHAFFS.MAKE SURE THE PCM IS UP TO DATE.RELEARN THE ETC. JARED, YOU ARE WELCOME. ADDED 1/2 QT TRANS FLUID

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012061387

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG5BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6089111070)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0831D3388)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 040719

Report#: SSV012061387
Open Date: 03/11/2012
Mileage: 13372
Warr Built Dt: 04/07/2011
Supplier RP:

Zone/Cd: 63-65382
Name: INGRAM PARK CHRYSLER JEEP DODG
Address: 7000 N W LOOP 410
 SAN ANTONIO, TX 78238
Phone: 800 347-1313
 210 684-6610

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE AT TIMES WILL LUNGE FORWARD LIKE BEING STRUCK FROM BEHIND WHILE SETTING AT A STOP, AND THEN AT TIMES WILL NOT ACCELERATE AWAY FROM A STOP LIKE THE GAS PEDAL IS NOT HOOKED UP AND THE VEHICLE HAS DIED OUT ONCE.

Service Action: LLOYD, YOU WILL NEED TO DUPLICATE THE EVENT FOR ANY PARTS REPLACEMENT. MEAN WHILE INSPECT THE PCM CONNECTORS, APPS WIRING AND RELATED WIRING.....DOUG. COULD NOT DUPLICATE CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012149839

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG4BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6140110412)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1461D1073)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 060120

Report#: SSV012149839
Open Date: 03/10/2012
Mileage: 9697
Warr Built Dt: 06/01/2011
Supplier RP:

Zone/Cd: 71-44962
Name: CALIFORNIA SUPERSTORES FOLSOM
Address: 12545 FOLSOM BLVD
 FOLSOM, CA 95630
Phone: 916 355-9999

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: STALLS COMING TO STOP VERY INTERMITTEN CAN NOT FIND CASE S1118000004 CAN YOU SEND DATE NUMBER FOR CKP WAS ABLE TO FIND CASE S1118000004 UNDER CRANK SENSOR DATE ON SENSOR IS 11103

Service Action: STALLS COMING TO STOP VERY INTERMITTEN DUPLICATED : NO REPAIRS AND TESTS PERFORMED : FLASHED PCM TO LATEST UPDATE DTCS : NO TECHCONNECT SEARCH : INTERMITTEN STALLING
 STEVE REALIZE YOU HAVE NO FAULT CODES, PLEASE SEE STAR CASES S1108000062 & S1118000004. CHECK THE PCM TERMINALS FOR THE CKP SENSOR AND ALSO CHECK THE DATE CODE ON THE CKP SENSOR SEE IF ITS IN THE SUSPECT BUILD DATE RANGE. STEVE I STILL WOULD SWAP THE SENSOR WITH ANOTHER ONE AND REDRIVE AND SEE IF THE ISSUE CHANGES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011850240

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2EG8BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING CONVERTIBLE
 JSCL27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6159110395)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1511D1318)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 062509

Report#: SSV011850240
Open Date: 02/22/2012
Mileage: 2625
Warr Built Dt: 06/25/2011
Supplier RP:

Zone/Cd: 51-67753
Name: TYSON MOTOR CORPORATION
Address: 1 SW FRONTAGE RD
 SHOREWOOD, IL 604044731
Phone: 815 741-5530

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: DIES OUT AT IDLE WHEN AT A STOP. RESTARTS UP FINE.

Service Action: M, YOU WILL NEED TO GET THE VEHICLE INTO THE SHOP FIRST, CHECK THE BASICS OUT, VERIFY THE CONCERN. SEE STAR CASES S1108000062 & S1108000052. MAKE SURE THERE ARE NO AFTERMARKET ACCESSORIES THAT COULD BE CAUSING THE CONCERN LIKE A GPS OR SMARTPHONE POSSIBLY. WIGGLE TEST THE WIRING, CHECK ALL CONNECTORS FOR ANY SIGNS OF MOISTURE/CORROSION INTRUSION. INSPECT THE HARNESS FOR RUBS/CHAFFS. SEE IF IT HAPPENS AFTER A FUEL FILL EVENT. CAM SENSOR CONNECTOR DEFECTIVE

 STAR: TECH NOTES THE CAM SENSOR CONNECTOR WAS DEFECTIVE CAUSING DIE OUT AT STOPS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011853020

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC7EG9BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED CONVERTIBLE
 JSCX27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6194110176)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1861D2249)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 072608

Report#: SSV011853020
Open Date: 02/17/2012
Mileage: 1560
Warr Built Dt: 07/26/2011
Supplier RP:

Zone/Cd: 66-24028
Name: AUTOPARK CHRYSLER JEEP
Address: 400 AUTO PARK BLVD
 CARY, NC 275116023
Phone: 919 468-8646
 919 481-2880

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE STALL OUT WHILE DRIVING 2 OR 3 TIMES DAILY LOOKED OVER ALL THE ENGINE HARNESS THER IS A PLACE WERE THE HARNESS PASSES IN BETWEEN THE HEATER CORE AND BACK OF THE HEAD THAT LOOKS LIKE IT HAS BEEN GETING HOT AND MELTING BUT HAS NOT MELTED THROUGH. ATHER THAN THAT AVERY THING LOOKS OK.

Service Action:MIKE,TAKE A LOOK AT STAR CASE S111800007 IT ILLUSTRATES A HARNESS CHAF LOCATION,CHECK IT CAREFULLY.CHECK ALL THE TIPM CONNECTOR TERMINALS,LOOK FOR ANY OTHER HARNESS RUBS/CHAFS.WIGGLE TEST THE WIRING & PCM CONNECTORS.CHECK FOR ANY AFTERMARKET ACCESSORIES LIKE A REMOTE START OR ALARM THAT COULD BE CAUSING THE ISSUE POSSIBLY. MIKE,THEN YOU WILL NEED TO MAKE FURTHER ATTEMPTS AT DUPLICATING THE CONCERN AND DIAGNOSE WHEN THE CODES ARE ACTIVE. THE CUSTOMER WAS SEEING THE HEAD LIGHTS STAY ON TO LONG AFTER UNLOCKING CAR.CGANGED TIME DELAY ON HEADLIGHT FROM 90MIN TO 30MIN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011889141

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG8BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6035110593)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0211D2404)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 021806

Report#: SSV011889141
Open Date: 02/29/2012
Mileage: 6052
Warr Built Dt: 02/18/2011
Supplier RP:

Zone/Cd: 63-43939
Name: RAY BRANDT DODGE CHRYSLER JEEP
Address: 1660 WESTBANK EXPY
 HARVEY, LA 700584324
Phone: 504 363-1963
 504 363-1999

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE STALLS AT STOPS I FOUND NO STICKING OR BINDING AND NO EVIDENCE OF ANYTHING GOING ON BASED ON FLUID CONDITION....ANYTHING FURTHER WHILE I HAVE THIS APPART INITIALLY SUSPECTED CONCERN TO BE CONVERTOR CLUTCH RELATED AND STILL NOT WILLING TO RULE OUT THAT POSSIBILITY AS CONCERN IS CONSISTENT WITH THIS TYPE OF FAILURE...
 INSTALLED WITECH IN CUST VEHICLE TO CREATE A DATA RECORDING...CUST DROVE VEHICLE FOR 3 WEEKS WITH NO STALL CONDITION BUT STATED THAT AT TIMES VEHICLE APPEARED TO LUNGE...CUST RETURNED TO DEALER AFTER ACCIDENTALLY TRIGGERING A RECORDING...VIEWED DATA FOR RECORDING AND DISCOVERED MULTIPLE GLITCHES IN APP1 AND APP2 SIGNALS.... PERFORMED SWEEP TEST AND FOUND THAT APP2 DROPS OFF DURING STEADY MOVEMENT TO WOT... CONCERNED THAT NO CODES GENERATE AND DUE TO CUST EXPECTATIONS I AM RELUCTANT TO MAKE A REPAIR THAT MAY NOT AFFECT THE CUST CONCERN.... AGREED...WHICH IS WHY I HAVEN T TAKEN AN ACTION....I DON T CURRENTLY HAVE A COMPARABLE VEHICLE FOR APPS 1/2 READINGS....AND ONCE AGAIN THIS VEHICLE DOES NOT GENERATE ANY CODES....CUST IS PATIENTLY AWAITING AN ANSWER SO ANY ADDITIONAL INFO WOULD BE GREATLY APPRECIATED... MY SERVICE

MANAGER WOULD LIKE TO KNOW IF YOU GUYS HAVE VIEWED THE DATA RECORDING.....

Service Action:CUSTOMER CONCERN: VEHICLE STALLS AT STOPS \r\n\r\nDUPLICATED: NO \r\n\r\nREPAIRS PARTS AND TESTS: PERFORM MULTIPLE ROAD TESTS UNDER VARYING CONDITIONS- VEHICLE HAS BEEN IN THE SHOP FOR THIS CONCERN 3 TIMES WITH OTHER TECHS-VEHICLE HAS NEVER STALLED WHILE DRIVING-HOWEVER DURING ONE ROAD TEST I WAS ABLE TO OBSERVE THE VEHICLE ATTEMPT TO PULL WHILE STOPPED-SUSPECT TORQUE CONVERTOR/TORQUE CONVERTOR CLUTCH CONCERN PRESENT-WITECH DIAG REVEALED NO CODES- \r\n\r\nTSB APPLIED: \r\n\r\nDTCS: \r\n\r\nINFORMATION SENT: \r\n\r\nSCAN TOOL SOFTWARE VERSION: \r\n\r\nLAST TECHCONNECT SEARCH: STALLS \r\n\r\n*****\r\n\r\nCOREY PULL THE VB AND INSPECT TCC RELATED VALVES FOR STICKING BINDING INTERMITTENTLY. COREY YES STALLING AT STOP COULD BE CONVERTER RELATED, ADVISED TO SEE IF WHEN CONDITION IS PRESENT THE ENGINE LOAD GOES HIGHER THAN NORMAL IF IT DOES REPLACE CONVERTER AND CHECK INPUT SHAFT SEALS FOR LEAKING, CHECK COOLER FOR ANY RESTRICTIONS, AND COOLER LINES FOR ANY KICKED HOSES DAMAGED TUBES. (COOLER IS ON THE OUTPUT OF THE CONVERTER, IF RESTRICTED OR PART PLUGGED CAN CAUSE CLUTCH TO DRAG. REASSEMBLED VALVE BODY AND REINSTALL ALL REMOVED PARTS-ROAD TEST VEHICLE AND VEHICLE NO LONGER STALLS COREY COMPARE THE APPS 1 AND 2 READINGS TO A LIKE VEHICLE, I THINK THE APPS PATTERN IS NORMAL SPIKING ON APPS 2 (TEST SIGNAL). IF THE DATA RECORDING IS NOT OF THE EVENT FOR SURE, THEN ITS NOT GOING TO HELP MAY EVEN BE MISLEADING. COREY AT THIS POINT IF YOU HAVE BEEN UNABLE TO FIND ANY ISSUES AND HAVE BEEN UNABLE TO DUPLICATE THE CONDITION. YOU NEED TO CAPTURE A DATA RECORDING OF THE EVENT. THERES NOTHING MORE I CAN HAVE YOU CHECK NOR WILL I HAVE YOU START REPLACING ANY PARTS WITHOUT DUPLICATING THE CONDITION. AT THIS POINT IT HAS NEVER BEED DUPLICATED EXCEPT FOR A SLIGHT SURGE AT STOP WHICH COULD SIMPLY 2-1 DOWNSHIFT AFTER STOP OR A ENGINE RPM LIGHT SURGE CAUSING THE FEEL. COREY THE APPS 2 IS A NORMAL PATTERN CHECK IT AGAINST ANY VEHICLE THOSE ARE TEST SPIKES ON APPS 2. I DIDN T SEE ANY OTHER PERTINANT INFORMATION TO HELP SINCE THE CONDITION WAS NOT DUPLICATED. NO REPAIRS MADE AS CONCERN COULD STILL NOT BE VERIFIED...

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012063263

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG6BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6048110637)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0221D1496)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 030713

Report#: SSV012063263
Open Date: 02/23/2012
Mileage: 10795
Warr Built Dt: 03/07/2011
Supplier RP:

Zone/Cd: 71-45189
Name: DCH CHRYSLER JEEP DODGE OF
Address: 26845 YNEZ RD
 TEMECULA, CA 925914695
Phone: 951 676-0010

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CAR INTERMITTLY STALLS COMING TO STOP AND INTERMITTLY WHEN ACCELERATING WILL NOT DOWNSHIFT NO FAULT CODES AND ALL MODULES ARE UPDATED CAR INTERMITTLY STALLS COMING TO STOP AND INTERMITTLY WHEN ACCELERATING WILL NOT DOWNSHIFT NO FAULT CODES AND ALL MODULES ARE UPDATED CVI READINGS 2-4 CLUCTH 32,LR CLUTCH 37,LC CLUTCH 18,UD CLUTCH 26,OD CLUTCH 88 CHECKED PINS AT SOL PACK OK WIGGLED GPEC CONNECTORS OK AND MODLUES OR UP TO DATE ONLY STALLS COME TO STOP AND WOULD NOT DOWNr/n SHIFT GETTING ONTO FWY AND ACCEALERATING

Service Action: JOHN WE ARE GOING TO HAVE TO TRY TO ISOLATE THIS CONCERN AS A TRANS ISSUE OR DRIVEABILITY ISSUE WHAT ARE THE CVI READINGS ALSO DISCONNECT SOLENOID PACK CONNECTOR AND MAKE SURE THERE ARE NO LOOSE CONNECTIONS OR CIRCUITS BACKING OUT. ALSO RUN VEHICLE ON HOIST AND WIGGLE BOTH GPEC CONNECTORS AND SEE IF IT ACTS UP.ARE MODULES UP TO DATE COULD BE POSSIBLE VALVEBODY ISSUE. JOHN HAVE YOU DUPLICATED CONCERN IS IT STALLING WHEN STOPPING AND ON ACELLERATION CAN YOU PERFORM A RECORDING OF THE EVENT IS THIS A TRANS ISSUE JOHN OR DRIVE ISSUE.NEVER HAD A ISSUE FOR STALLING ON

ACCELERATION FROM A TRANS ISSUE. STAR RECOMMENDS REPLACING VALVEBODY ASSEMBLY AND FLUSHING COOLER. REPLACED VALVE BODY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012075245

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG3BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6014110474)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3490D1072)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 012706

Report#: SSV012075245
Open Date: 02/10/2012
Mileage: 20359
Warr Built Dt: 01/27/2011
Supplier RP:

Zone/Cd: 42-68745
Name: JEFF WYLER CHRYSLER JEEP DODGE
Address: 100 ALEXANDRIA PIKE
 FT THOMAS, KY 410752052
Phone: 859 441-7800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: STALLS ERRATICALLY, SOMETIMES WHEN COMING TO A STOP, RESTARTS RIGHT AWAY.

Service Action: DON,,CHECK FOR ANY AFTERMARKET ACCESSORIES THAT COULD BE POSSIBLY CAUSING THE ISSUE,WIGGLE TEST THE PCM HARNESS NEAR AND AT THE PCM CONNECTORS AGAIN,INSPECT THE PCM TERMINALS FOR BEING SPREAD,BENT,LOOSE,BACKED OUT.CHECK THE HARNESS NEAR THE TRANS MOUNT FOR CHAFS/RUBS.SEE STAR CASES S1108000062 & S1108000052. IF NEEDED RELEARN THE CLEAN & RELEARN THE T/B.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012071270

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG4BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6361010239)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3440D2546)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 011111

Report#: SSV012071270
Open Date: 02/09/2012
Mileage: 9326
Warr Built Dt: 01/11/2011
Supplier RP:

Zone/Cd: 71-45523
Name: BROWNING DODGE CHRYSLER JEEP R
Address: 1983 HAMNER AVE
 NORCO, CA 928602602
Phone: 951 272-3110

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CUSTOMER STATES WHILE SITTING AT A STOP THE RPMS WILL GO UP TO 1K AND VEHICLE WILL SURGE FEELS LIKE THERE BEING HIT FROM BEHIND AND SAYS CHECK ENGINE LAMP CAME ON AND WENT OFF TWO DAYS LATER AND ENGINE STALLED TWICE IN THE LAST TWO DAYS

Service Action: ALFRED, YOU WILL NEED TO DUPLICATE THIS ISSUE. WATCH THE TPS % AT IDLE IT SHOULD NEVER BE HIGHER THAN 0%.....DOUG

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011826432

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG4BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6111110532)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1151D2542)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 050509

Report#: SSV011826432
Open Date: 01/31/2012
Mileage: 2971
Warr Built Dt: 05/05/2011
Supplier RP:

Zone/Cd: 63-52382
Name: ED PAYNE MOTORS LLP
Address: 2101 E EXPRESSWAY 83
 WESLACO, TX 78596
Phone: 956 968-2158

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: COUSTOMER STATES VEHICLE CAME TO A STOP & WOULD NOT MOVE AFTERWARDS. VEHICLE STILL ON BUT WOULD NOT ACCEL. COUSTOMER HAD TO SHUT VEHICLE OFF & THEN RESTART VEHICLE. CHECKED FOR CODES & COULD NOT FIND ANY CODES. VEHICLE HAD A PCM UPDATE FOR DIFFERENT CONCERN. FLASHED PCM & TEST DROVE VEHICLE . NEVER BEEN ABLE TO DUPLICATE STILL CANNOT DUPLICATE WHERE CAN I FIND INFO ON INSTALLIN A DATA RECORDER

Service Action: LUIS NO KNOWN ISSUES AND NEED TO VERIFY NEXT THANKS. UNABLE TO DUPLICATE LUIS THE DIRECTION FOR USING THE DATA RECORDER ARE AT THE DCCTOOLS WEB SITE, AND FOR ANY QUESTION OR ISSUE WITH THE SCAN TOOLS PLEASE CALL WI TECH AT 1-888-948-3241 VEHICLE LEFT & DID NOT COM BACK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012044975

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG2BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6098110628)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0971D1597)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 041523

Report#: SSV012044975
Open Date: 01/31/2012
Mileage: 5493
Warr Built Dt: 04/15/2011
Supplier RP:

Zone/Cd: 70-43931
Name: CHAPMAN'S LAS VEGAS DODGE
Address: 3175 E SAHARA AVE
 LAS VEGAS, NV 891044302
Phone: 702 457-1061

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: C/S VEHICLE DIES OUT AT STOPS. NO DTC S IN VEHICLE. DROVE VEHICLE 8 MILES WITH NO PROBLEM. I SEE STAR CASES FOR DIE OUT BUT ALL HAVE DTC S ATTACHED TO REPAIR. DID ALL USUAL PRELIM CHECKS ALL GOOD. IS THERE ANYTHING I MAY BE MISSING

Service Action: HAROLD NO KNOWN COMMON ISSUES FOR THIS CONCERN ON THIS VEHICLE WITH NO COIDES SETTING, ADVISE INSPECT CANNISTER FOR RAW FUEL AND PURGE FOR STICKING. COULD NOT VERIFY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012000470

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FGXBN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6053110105)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0471D1239)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 030900

Report#: SSV012000470
Open Date: 01/26/2012
Mileage: 12900
Warr Built Dt: 03/09/2011
Supplier RP:

Zone/Cd: 66-43812
Name: SUMTER CHRYSLER JEEP DODGE
Address: 2662 BROAD STREET EXTENSION
 SUMTER, SC 29150
Phone: 803 469-9030

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CUSTOMER CAME IN ON 1/02/12 COMPLAINING OF STALLING AT STOP. NO DTC S, OR APPLICABLE TSB S OR STAR CASES (ASIDE FROM THE DASH TO HEADLAMP WIRIING ISSUE WHICH VEHICLE DID NOT FALL INTO DATE SPECIFIED, BUT WAS INSPECTED). THERE WAS AN UPDATE AVAILABLE FOR PCM AND FALSH WAS PERFORMED. VEHICLE WAS DRIVEN BEFORE AND AFTER FLASH BUT WERE UNABLE TO DUPLICATE. CUSTOMER HAS RETURNED WITH SAME COMPLAINT, AGAIN NO CODES FOUND. VEHICLE WAS TEST DRIVEN AGAIN 10 MILES PERFORMING MUTIPLE STOPS VARYING IN SPEED AND INTENSITY, BUT NOT ABLE TO REPRODUCE ISSUE. WONDERING IF YOU GUYS HAVE SEEN ANYTHING LIKE THIS.

Service Action: KEVIN, CHECK FOR ANY AFTERMARKET ACCESSORIES THAT COULD BE POSSIBLY CAUSING THE ISSUE, WIGGLE TEST THE PCM HARNESS NEAR AND AT ALL THE PCM CONNECTORS, INSPECT THE PCM TERMINALS FOR BEING SPREAD, BENT, LOOSE, BACKED OUT. CHECK THE HARNESS NEAR THE TRANS MOUNT FOR CHAFS/RUBS. SEE STAR CASES S1108000062 & S1108000052. IF NEEDED RELEARN THE T/B. NO ISSUES IN WIRING AND UNABLE TO DUPLICATE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011889167

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6313010493)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3440D2069)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 010506

Report#: SSV011889167
Open Date: 01/25/2012
Mileage: 10208
Warr Built Dt: 01/05/2011
Supplier RP:

Zone/Cd: 63-44990
Name: ALLEN SAMUELS DODGE CHRYSLER J
Address: 21777 KATY FREEWAY
 KATY, TX 77450
Phone: 281 599-3500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: OWNER STATES THAT VEHICLE DIES WHEN COMING TO A STOP AFTER DRIVING FOR A WHILE. LOOKED AT VEHICLE ON 11/8/11 (9,275 MILES), AND KEPT OVERNIGHT. VEHICLE HAD NO DTC S AND WE WERE UNABLE TO REPRODUCE OWNER S CONCERN. LOOKED FOR TSB S, ETC., NONE FOUND. VEHICLE HAS RETURNED FOR SAME CONCERN TODAY AT 10,208 MILES. SAME RESULT AS FIRST VISIT. NO DTC S, NO TSB S, UNABLE TO REPRODUCE. CUSTOMER INSISTS THAT VEHICLE DIES REPEATEDLY DURING OPERATION. THANK YOU FOR THE QUICK RESPONSE. WE HAVE ALREADY REVIEWED BOTH OF THOSE STAR CASES PRIOR TO OPENING THE TECHNICAL ASSISTANCE TICKET. NEITHER ONE OF THEM APPLY. OK THANKS. WE HAVE BEEN THROUGH ALL OF THE DIAGNOSTICS, SEARCHED ALL OF THE BULLETINS AND STAR CASES, AND HAVE GOTTEN NOWHERE NEARER TO A RESOLUTION. TOMORROW, WE WILL HOOK UP RECORDER AGAIN, AND CONTINUE TO TEST DRIVE VEHICLE. HOPEFULLY WE WILL BE ABLE TO REPRODUCE OWNER S CONCERN AT SOME POINT SO THAT WE HAVE SOMETHING TO RECORD.

Service Action: BILL, SUGGEST YOU REVIEW STAR CASES S1108000062 & S1108000052 SEE IF THEY HELP YOU IN ANY WAY. BILL, THEN SUGGEST YOU DATA RECORD THE DIE OUT.

BILL, THANKS FOR THE UPDATE. STILL CND

Correction:

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN57602603

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FGXBN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6091111199)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0971D1111)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 041120

Report#: BN57602603
Open Date: 03/09/2012
Mileage: 0
Warr Built Dt: 04/11/2011
Supplier RP:

Zone/Cd: 63-67879
Name: WOLFCHASE CHRYSLER DODGE JEEP
Address: 8170 U S HIGHWAY 64
 BARTLETT, TN 38133
Phone: 901 373-3030

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 06 (Detractor)

007. Negative experience / problems with CURRENT vehicle

011. Poor service experience

I just got a brand new 200 and it's...what happened. I don't know that it's the dealership's fault, but my car keeps stalling out every time I stop at a red light. It's not even a year old and when I took it to the dealership, they ran the computer test. Said that there was nothing wrong with it and that I would just have to wait for it to do it some more and it has. It did it again this past week. I took it not this past Friday, but the Friday before that and it stalled out again on Saturday. So I'm not very happy right now that I have a brand new vehicle that's stalling out.

Q2. Please rate your satisfaction with your 200 LIMITED on a scale of 0 to 10.

Score: 06 (Detractor)

E20. Engine Runs, Then Dies/Stalls

Z13. Any mention of dealership Service experience After SALE

I just got a brand new 200 and it's...what happened. I don't know that it's the dealership's fault, but my car keeps stalling out every time I stop at a red light. It's not even a year old and when I took it to the dealership, they ran the computer test. Said that there was nothing wrong with it and that I would just have to wait for it to do it some more and it has. It did it again this past week. I took it not this past Friday, but the Friday before that and it stalled out again on Saturday. So I'm not very happy right now that I have a brand new vehicle that's stalling out. Other than that, I really liked my car. But I'm really frustrated now just because for the past month it's just been stopping. I live in Memphis, so I'm stopping in like the middle of city streets and that's really nerve racking.

Q3. Please rate your satisfaction with your experience at WOLFCHASE CHRYSLER DODGE JEEP on a scale of 0 to 10.

Score: 07 (Neutral)

Q14. Do you want someone from Chrysler LLC to contact you?

01 - Yes

002. Dealer

SURVEY COMPLETED 2012-03-12 16:08:18, CUSTOMER ID:713852120, RO:00050420, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: CN11664701

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3CDZEG4CN [REDACTED]	Report#: CN11664701	Zone/Cd: 51-64590
Model Year: 2012	Open Date: 03/01/2012	Name: AL WEST CHRYSLER INC
Make/Model: AVENGER SXT SPORT	Mileage: 0	Address: 705 HIGHWAY 63 SOUTH
JSDM41	Warr Built Dt: 09/01/2011	ROLLA, MO 65401
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6230110620)	Supplier RP:	Phone: 573 364-1233
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1971D2480)		
Plant: STERLING HEIGHTS ASSEMBLY PLANT		
MDH: 090120		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend to a friend or colleague?

Score: 09 (Promoter)

Q2. Please rate your satisfaction with your AVENGER SXT SPORT on a scale of 0 to 10.

Score: 07 (Neutral)

Q3. Please rate your satisfaction with your experience at AL WEST CHRYSLER INC on a scale of 0 to 10.

Score: 05 (Detractor)

017. Quality of service work performed

The dealer and them took care of me. It was just the car itself. It has paint defects so they've got to repaint a fender and whatever one of the doors and everything else. So they've got to sand it down and repaint it. Then I've got a problem with the CD player. It crackles and stuff like that. So they've got to fix that. The other day my wife was driving on the highway. It cut off and the check engine light came on.

Q14. Do you want someone from Chrysler LLC to contact you?

02 - No

002. Dealer

SURVEY COMPLETED 2012-03-11 18:26:43, CUSTOMER ID:713707735, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN59438504

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6140110492)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1451D1148)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 053120

Report#: BN59438504
Open Date: 03/02/2012
Mileage: 0
Warr Built Dt: 05/31/2011
Supplier RP:

Zone/Cd: 71-24105
Name: JEEP CHRYSLER DODGE OF ONTARIO
Address: 1202 AUTO CENTER DR
 ONTARIO, CA 917612208
Phone: 909 390-9898

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 05 (Detractor)

007. Negative experience / problems with CURRENT vehicle

It's died several times when we're stopped at a stop sign. It's got less than 5000 miles on it. I don't expect it to do that. You want to go to press the gas, and the engine is dead. You got to restart it. Another problem is I had to put the brakes on real hard one time. It sounded like the whole front end was falling apart.

Q2. Please rate your satisfaction with your 200 LIMITED on a scale of 0 to 10.

Score: 05 (Detractor)

E20. Engine Runs, Then Dies/Stalls

D17. Brakes Are Noisy

E31. Check Engine Light Indicated Problem

It's died several times when we're stopped at a stop sign. It's got less than 5000 miles on it. I don't expect it to do that. You want to go to press the gas, and the engine is dead. You got to restart it. Another problem is I had to put the brakes on real hard one time. It sounded like the whole front end was falling apart. The third problem was the check engine light came on with less than 5000 miles.

Q3. Please rate your satisfaction with your experience at JEEP CHRYSLER DODGE OF ONTARIO on a scale of 0 to 10.

Score: 08 (Neutral)

Q14. Do you want someone from Chrysler LLC to contact you?

02 - No

003. Non-Legal/Non-Dealer

SURVEY COMPLETED 2012-03-02 18:49:33, CUSTOMER ID:079168450, RO:00285493, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN58098603

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG4BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:61111110659)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0601D2387)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 050406

Report#: BN58098603
Open Date: 02/15/2012
Mileage: 0
Warr Built Dt: 05/04/2011
Supplier RP:

Zone/Cd: 70-43389
Name: EARNHARDT CHRYSLER JEEP DODGE
Address: 1301 NORTH ARIZONA AVENUE
 GILBERT, AZ 85233
Phone: 480 926-4000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 00 (Detractor)

007. Negative experience / problems with CURRENT vehicle

992. Safety/Legal

011. Poor service experience

We've had a major issue with this vehicle. We've had it stop three times on my wife. She has proceeded up to either a stop sign or a light and it will not go. There is a chance for getting rear ended. There is no solution yet, as of now. They don't now what the problem is. No codes are coming up on this vehicle. So basically, we're stuck with an unknown vehicle at this point.

Q2. Please rate your satisfaction with your 200 TOURING on a scale of 0 to 10.

Score: 00 (Detractor)

Z13. Any mention of dealership Service experience After SALE

E20. Engine Runs, Then Dies/Stalls

992. Safety/Legal

Just some of the service. This last time we got it back...There was fuel in the car, we got it back on empty. Just the minor things. The previous time to get the oil service the oil light was never reset off. Just little minor things, but they all add up. We've had a major issue with this vehicle. We've had it stop three times on my wife. She has proceeded up to either a stop sign or a light and it will not go. There is a chance for getting rear ended. There is no solution yet, as of now. They don't now what the problem is. No codes are coming up on this vehicle. So basically, we're stuck with an unknown vehicle at this point.

Q3. Please rate your satisfaction with your experience at EARNHARDT CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 05 (Detractor)

027. Length of time to complete service

024. Parts not in stock

992. Safety/Legal

It was supposed to be a couple day job. I understand things break. But, it turned out to be a week job. I don't know...We were told some parts were breaking. Some parts were missing. We had a rental car for a week, versus two days, which is unacceptable. If they can't figure it out there is something not right with this vehicle. Just some of the service. This last time we got it back...There was fuel in the car, we got it back on empty. Just the minor things. The previous time to get the oil service the oil light was never reset off. Just little minor things, but they all add up. We've had a major issue with this vehicle. We've had it stop three times on my wife. She has proceeded up to either a stop sign or a light and it will not go. There is a chance for getting rear ended. There is no solution yet, as of now. They don't now what the problem is. No codes are coming up on this vehicle. So basically, we're stuck with an unknown vehicle at this point.

Q14. Do you want someone from Chrysler LLC to contact you?

01 - Yes

001. Legal

SURVEY COMPLETED 2012-02-15 18:36:08, CUSTOMER ID:705974788, RO:00779170, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN51835403

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG1BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6361010705)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0131D2315)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 020410

Report#: BN51835403
Open Date: 02/08/2012
Mileage: 0
Warr Built Dt: 02/04/2011
Supplier RP:

Zone/Cd: 66-68608
Name: CARMAX CHRYSLER JEEP DODGE RAM
Address: 1975 BEAVER RUIN ROAD
 NORCROSS, GA 30071
Phone: 770 441-6789
 770 263-8808

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 00 (Detractor)

007. Negative experience / problems with CURRENT vehicle

002. Poor quality

I have a Chrysler 200, the car has stopped on me twice. They have already installed a new module within two months of me purchasing the car and actually at the Carmax dealership I was disappointed on my last visit and I called Chrysler. They sent me to another dealership in order to get my car repaired. At this point, my car is running fine, I am hoping that I don't have to go back in.

Q2. Please rate your satisfaction with your 200 LIMITED on a scale of 0 to 10.

Score: 03 (Detractor)

E20. Engine Runs, Then Dies/Stalls

I like the body style and the amenities to it, but that's it. The fact that it stopped on me with no warning. There was no codes, no check engine light, it just stopped and I was luckily at a stop position. I had just gotten off the highway and came off the ramp, which was the light. The light changed, I stepped on the gas and the car did not move. It was nothing. It restarted and then it happened to me again within a two day period and that's when I took it to Carmax.

Q3. Please rate your satisfaction with your experience at CARMAX CHRYSLER JEEP DODGE RAM on a scale of 0 to 10.

Score: 00 (Detractor)

025. Could not duplicate problem / condition

023. Vehicle not fixed first visit

017. Quality of service work performed

I had taken my car in and they didn't do the paperwork on it. I went in because I was having a choking sensation with the car. I took it in and they couldn't duplicate it. They put a technician with me to drive the car for 15 minutes was not going to duplicate it. I told them that it only happens so often and it was beginning to get worse. They couldn't find the problem and the technician made it seem like it was my driving ability rather than the car and they didn't do anything so I drove it and that's when... I guess it did get worse and that's when it stopped on me. When it stopped on me and I went in to check it, They did not drive the car. he told me that they just let the car run. I'm like, if no one is in the car to drive the car and feel that jerky motion like the car wasn't getting gas, no they can't tell. When he told me it was going to have to get worse and I was going to have to have more incidences of my car stopping on me, I thought it could just stop on me on the highway. I was luckyp enough to have gotten off the highway when it did stop.

Q14. Do you want someone from Chrysler LLC to contact you?

01 - Yes

002. Dealer

SURVEY COMPLETED 2012-02-08 17:31:15, CUSTOMER ID:714410829, RO:00543604, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN50469408

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6313010493)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3440D2069)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 010506

Report#: BN50469408
Open Date: 02/03/2012
Mileage: 0
Warr Built Dt: 01/05/2011
Supplier RP:

Zone/Cd: 63-44990
Name: ALLEN SAMUELS DODGE CHRYSLER J
Address: 21777 KATY FREEWAY
 KATY, TX 77450
Phone: 281 599-3500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 00 (Detractor)

007. Negative experience / problems with CURRENT vehicle

992. Safety/Legal

011. Poor service experience

Car has been to dealership 3 times for dying at stop signs. Dealer has been unable to find anything wrong or correct the dying problem. Car is dangerous. Have read of similar problems with Chrysler 200 on the internet.

Q2. Please rate your satisfaction with your 200 TOURING on a scale of 0 to 10.

Score: 02 (Detractor)

E20. Engine Runs, Then Dies/Stalls

992. Safety/Legal

Z13. Any mention of dealership Service experience After SALE

Car dies at stops and dealership has been unable to diagnose and repair the problem. Car is an accident looking for a place to happen.

Q3. Please rate your satisfaction with your experience at ALLEN SAMUELS DODGE CHRYSLER J on a scale of 0 to 10.

Score: 05 (Detractor)

025. Could not duplicate problem / condition

same reasons as stated before

SURVEY COMPLETED 2012-02-04 12:29:20, CUSTOMER ID:105235387, RO:00227356, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012023902

Vehicle Information

VIN: 1C3BC7EG5BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
200 LIMITED CONVERTIBLE
JSCX27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6157110715)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1511D1135)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 062016

Repair Information

Report#: SSV012023902
Open Date: 01/23/2012
Mileage: 3801
Warr Built Dt: 06/20/2011
Supplier RP:

Dealer Information

Zone/Cd: 66-58821
Name: MASSEY YARDLEY INC
Address: 777 N STATE ROAD #7
PLANTATION, FL 33317
Phone: 954 327-4010
954 327-4000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
-------------	------------------	----------	-----------	---------	---------

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
-----	-----------------	------	---------

** No Labor Information Available

Service Narrative Information

Customer Comment: STALLS\r\n\r\n\r\nVEHICLE WILL CUT OF AT IDLE

Service Action: STEVE, ADVISED TO ATTEMPT TO OBTAIN A DATA RECORDING OF THE EVENT PRIOR TO FURTHER DIAGNOSIS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011931817

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG9BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6056110796)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0601D2075)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 031507

Report#: SSV011931817
Open Date: 01/20/2012
Mileage: 4419
Warr Built Dt: 03/15/2011
Supplier RP:

Zone/Cd: 71-52979
Name: HUNTER DODGE CHRYSLER JEEP
Address: 1130 AUTO MALL DR
 LANCASTER, CA 935343292
Phone: 661 948-8411

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:TECHCONNECT REFERENCE TICKET #243176 VEH STALLS CAM AND CRANK REF GOOD AT PCM. THE PCM IS AT 68057013AG AND QUICK LEARN PERFORMED. AGAIN NO CODES FOR STALLING AT STOPS. ROAD TESTED AFTER QUICK LEARN AND PCM UPDATE. JUST A FLASH OVER WAS ALREADY AT (AG) NOT NO NOISE WHEN START-UP PER S1118000012. PER 18-037-11 HAD NO CODES AND ALSO 18-018-11. NOTE I HAVE NEVER HAD THIS CAR STALL. WHAT NEXT INSPECTED CAMS CHECKED OUT OK. INSPECTED OIL DRAIN BACK HOLES NPF. PUT THE CAR BACK TO SPECS AND ROAD TESTED VEH STILL NO STALL AT THIS TIME.

Service Action:STAR ADVISED TECH TO CHECK FOR LOOSE CAM SENSOR CONNECTOR-LAB SCOPE CAM AND CRANK SIGNALS AT THE PCM AND VERIFY GOOD SQUARE WAVE PATTERNS TO RULE OUT TONE WHEEL/SENSOR/WIRING CONCERN. UPDATE PCM SOFTWARE TO PN# 68057013AG/ PERFORM TSB 18-018-11/18-037-11- RETEST- TCM NEEDS TO BE INITIALIZED SO THAT THE PCM FLASH CAN TAKE EFFECT .CLEAR VARIABLE LINE PRESSURE COUNTERS AND PERFORM QUICK LEARN (WILL INITIALIZE TCM)IF STILL HAVE CONCERN -CHECK DESIRED AND ACTUAL PHASER OPERATION.REFER TO CASE S1118000012--VEHICLE BUILT BEFORE JUNE 1ST 2011-POS PHASER STICKING STAR CALLED

TECH TO UPDATE CASE-TECH STATED OCCASIONALLY MISFIRE ON #2-LAB SCOPED CAM AND CRANK SENSOR-A LOT OF OIL IN THE INTAKE-STAR ADVISED TECH TO RUN ENGINE, SHUT DOWN AND PULL THE RIGHT ROCKER COVER AND LOOK FOR LACK OF OIL DRAINING INTO THE CRANKCASE. POSSIBLE OIL DRAIN HOLES IN THE BLOCK NOT DRILLED THROUGH.DO A LEAKDOWN TEST LOOKING FOR LEAKAGE PAST THE INTAKE/EXHAUST VALVES. IF YOU CANNOT DUPLICATE CONCERN-NO REPAIR -RELEASE TO CUSTOMER. NOT SURE HAS NOT RETURNED OR CALLED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012009826

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC7EG3BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED CONVERTIBLE
 JSCX27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6042110273)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0461D2512)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 030720

Report#: SSV012009826
Open Date: 01/20/2012
Mileage: 4216
Warr Built Dt: 03/07/2011
Supplier RP:

Zone/Cd: 66-68377
Name: VERO BEACH CHRYSLER JEEP DODGE
Address: 855 S US HIGHWAY 1
 VERO BEACH, FL 329624704
Phone: 772 567-6633

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: MIL ON,VEHICLE WILL LURCH/SURGE FORWARD WHEN STOPPED,THEN STALL,RESTARTS OK. MIL ON,VEHICLE WILL LURCH/SURGE FORWARD WHEN STOPPED,THEN STALL,RESTARTS OK. THE CAM PHASERS WERE REPLACED AT 2,113 MILES.THE PCM IS AT AG LEVEL.
 TRIED CAM SENSOR REPLACEMENT. WAS ABLE TO REPRODUCE CONDITION THIS A.M. AFTER GETTING TO OPERATING TEMP. OCCURS JUST AFTER EACH START UP,IN GEAR OR NOT. USING WITCH AND MONITORING CRANK SENSOR,SAW CRANK SENSOR DROP OUT MOMENTARILY,DID NOT STALL,BUT RPM SURGED AS CUSTOMER DESCRIBING.WIGGLE TESTS PRODUCED NOTHING. AM GOING TO TRY CRANK SENSOR NOW,BEFORE CONDEMNING PCM.ARE YOU IN AGREEMENT PERFORMED ALL PER LAST INSTRUCTION,INCLUDING CRANK SENSOR.AFTER HOT,AGAIN,PROBLEM STILL PRESENT. BELIEVE IS PCM.

Service Action: STAR ADVISED TECH TO CHECK FOR LOOSE CAM SENSOR CONNECTOR-LAB SCOPE CAM AND CRANK SIGNALS AT THE PCM AND VERIFY GOOD SQUARE WAVE PATTERNS TO RULE OUT TONE WHEEL/SENSOR/WIRING CONCERN.UPDATE PCM SOFTWARE TO PN# 68057014AG / PERFORM TSB 18-018-11/18-037-11- RETEST- TCM NEEDS TO BE

INITIALIZED SO THAT THE PCM FLASH CAN TAKE EFFECT .CLEAR VARIABLE LINE PRESSURE COUNTERS AND PERFORM QUICK LEARN (WILL INITIALIZE TCM)IF STILL HAVE CONCERN -REFER TO REFER TO CASE S1118000012-VEHICLE BUILT BEFORE JUNE 1ST 2011-REPLACE BOTH EXHAUST PHASERS. STAR ADVISED TECH TO CLEAR CODES - PERFORM A BATTERY DISCONNECT--CHECK FOR LOOSE/BACKED OUT/SPREAD PINS AT CRANK CONNECTOR-TIGHTEN TERMINALS-CHECK FOR CHAFING OF THE ENGINE HARNESS AT THE TRANS MOUNT.CHECK FOR SPREAD TERMINALS IN PCM C2 (BROWN) ENGINE HARNESS CONNECTOR FOR CRANK SENSOR CIRCUITS \u0096 PIN 88 (K925 DB/CY 20) \u0096 SENSOR RETURN (GROUND) PIN 86(K24 BR/DB 20) \u0096 SENSOR SIGNAL/PIN 67 (F855 RD/YL 20) \u0096 5V SUPPLY-PULL C2 CONNECTOR AT PCM AND TIGHTEN PINS-RECHECK THROTTLE BODY CONNECTOR-PERFORM CAM /CRANK RELEARN.IF NPF- REPLACE CRANK SENSOR . IF NPF WITH WIRING AND TERMINALS-GOOD SQUARE WAVE PATTERNS-REPLACE PCM PCM REPLACEMENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011978613

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2EGXBN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING CONVERTIBLE
 JSCL27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6025110500)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
 #:K0131D1105)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 021007

Report#: SSV011978613
Open Date: 01/13/2012
Mileage: 40159
Warr Built Dt: 02/10/2011
Supplier RP:

Zone/Cd: 32-44436
Name: HERB CHAMBERS CHRYSLER JEEP DO
Address: 107 ANDOVER ST
 DANVERS, MA 019231414
Phone: 978 774-8840

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:CUSTOMER STATES VEHICLE WILL STALL WHILE BACKING UP ALSO WHEN COMING TO A STOP

Service Action:RAMON,LETS UPDATE THE PCM.RAMON,PLEASE REVIEW STAR CASES S1108000052 & S1108000062.\r\nWIGGLE TEST THE WIRING HARNESS NEAR AND AT THE PCM SEE IF IT STALLS,CHECK FOR AFTERMARKET ACCESSORIES THAT COULD BE CAUSING THE CONCERN.CLEAN THE THROTTLE BODY AND RELEARN THE ETC. FOUND TRANS FLUID LEVEL LOW FOUND FLUID IRRATTED\r\n*****\r\nSTAR: TECH NOTES THE TRANSMISSION FLUID LEVEL WAS LOW AND FLUID WAS AERATED.WAS CALLING THE STALL/DIE OUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011997163

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG3BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6354010656)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3440D1410)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 010806

Report#: SSV011997163
Open Date: 01/13/2012
Mileage: 7392
Warr Built Dt: 01/08/2011
Supplier RP:

Zone/Cd: 32-26513
Name: MILLER CHRYSLER JEEP DODGE OF
Address: 145 ROUTE 120
 LEBANON, NH 037661491
Phone: 603 448-7002

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: WHILE DRIVING; THE LIGHTS FLICKERED AND TRACTION CONTROL LIGHT CAME ON. VEHICLE DIED AND WOULD NOT RESTART LET VEHICLE RUN OUTSIDE, STALLED. SEVERELY DISCHARGED BATTERY. ATTEMPTED TO CHARGE BATTERY USING GR8, FAILED WITH BAD CELL. REPLACED BATTERY. PERFORMED IGNITION OFF DRAW TEST, PASS. STARTED VEHICLE AND TESTED CHARGING SYSTEM VOLTAGE, 12 VOLTS. PERFORMED MIDTRONICS DIAGNOSIS, LOW CHARGING VOLTAGE. NO CODES PERTAINING TO ALTERNATER. LOW VOLTAGE CODES PRESENT. LET VEHICLE RUN OUTSIDE, STALLED. SEVERELY DISCHARGED BATTERY. ATTEMPTED TO CHARGE BATTERY USING GR8, FAILED WITH BAD CELL. REPLACED BATTERY. PERFORMED IGNITION OFF DRAW TEST, PASS. STARTED VEHICLE AND TESTED CHARGING SYSTEM VOLTAGE, 12 VOLTS. PERFORMED MIDTRONICS DIAGNOSIS, LOW CHARGING VOLTAGE. NO CODES PERTAINING TO ALTERNATER. LOW VOLTAGE CODES PRESENT. VOLTAGE WITH SCAN TOOL READS 12.3 VOLTS. CONNECTIONS CHECK OK. RAN FULL FIELD TEST AT ALTERNATOR. PCM IS ABLE TO SWITCH FIELD.

Service Action: PLEASE KEEP ME POSTED. THANKS BRYAN REPLACED ALTERNATOR TECH STATES: WHILE DRIVING; THE LIGHTS FLICKERED AND TRACTION CONTROL LIGHT CAME ON.

VEHICLE DIED AND WOULD NOT RESTART DUPLICATED : YES - ATTEMPT TO START VEHICLE, CLICKS. REPAIRS AND TESTS PERFORMED : JUMP STARTED VEHICLE. MULTIPLE LOW VOLTAGE CODES (P0562, C2100, C2102, B210A, B210D). PERFORMED DIAGNOSIS ON BATTERY USING GR8, CHARGED SEVERELY DISCHARGED BATTERY. PERFORMED SYSTEM TEST TO STARTING/CHARGING SYSTEM USING GR8, PASS. LOAD TEST PASSED. VEHICLE STARTS AND IDLES NORMALLY. FOUND CASE S1118000007; INSPECTED HARNESS AT TRANSMISSION MOUNT, FOUND TAPE TO BE RUBBED AGAINST. INSPECTED WIRING, NO ISSUES FOUND. FOUND CASE S1108000198; TESTED OPERATION OF GLOVE BOX LAMP, OPERATING AS DESIGNED. RADIO CODE RBZ. SECOND TIME VEHICLE HAS BEEN TOWED IN FOR NO START WITH BATTERY DRAINED. DTCS : P0957,U0121,U1110,U1120,U0019 TECHCONNECT SEARCH : NO START

HELLO CASEY, THERE ARE NO RELATED CASES REGARDING THIS CONCERN. HAVE WE DETERMINED IF THERE IS A BATTERY DRAW BY PERFORMING AN IOD TEST WHAT DOES THE CHARGING VOLTAGE STATE IT IS AT WHEN THE VEHICLE IS RUNNING ALL THE FAULT CODES SET ARE BECAUSE OF A LOW BATTERY CONDITION. IF THE MODULES ARE NOT FULLY POWERING UP WE CAN HAVE LOSS OF POWER AND CAUSE THE VEHICLE TO STALL. PLEASE REPORT BACK DETAILS PERTAINING TO IOD. THANKS BRYAN LET VEHICLE RUN OUTSIDE, STALLED. SEVERELY DISCHARGED BATTERY. ATTEMPTED TO CHARGE BATTERY USING GR8, FAILED WITH BAD CELL. REPLACED BATTERY. PERFORMED IGNITION OFF DRAW TEST, PASS. STARTED VEHICLE AND TESTED CHARGING SYSTEM VOLTAGE, 12 VOLTS. PERFORMED MIDTRONICS DIAGNOSIS, LOW CHARGING VOLTAGE. NO CODES PERTAINING TO ALTERNATER. LOW VOLTAGE CODES PRESENT.

CASEY MONITOR THE CHARGING VOLTAGE PRESENT WITH THE SCAN TOOL WHAT IS PRESENT DETERMINE IF THE PCM IS SHOWING THE CORRECT VOLTAGE THAT IS BEING MEASURED. DETERMINE IF THE ALTERNATOR HAS GOOD CLEAN CONNECTIONS AS WELL AS THE BATTERY. PLEASE KEEP ME POSTED. THANKS BRYAN VOLTAGE WITH SCAN TOOL READS 12.3 VOLTS. CONNECTIONS CHECK OK.

CASEY AT THIS POINT WHAT WE WANT TO DO IS UNPLUG THE ALTERNATOR RUN A FULL FIELD TEST. DETERMINE IF THE PCM IS SUPPLYING 12 VOLTS TO THE ALTERNATOR BY USING A TEST LIGHT. PLEASE REPORT BACK RESULTS. THANKS BRYAN RAN FULL FIELD TEST AT ALTERNATOR. PCM IS ABLE TO SWITCH FIELD.

CASEY AT THIS POINT WE HAVE DETERMINED THAT ARE ALTERNATOR FAULTY. I WOULD SUGGEST TO REPLACE AND RETEST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011917268

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG3BN [REDACTED]	Report#: SSV011917268	Zone/Cd: 66-60404
Model Year: 2011	Open Date: 01/12/2012	Name: DELRAY DODGE CHRYSLER JEEP
Make/Model: DODGE AVENGER SXT	Mileage: 16805	Address: 2102 S FEDERAL HWY DELRAY BEACH, FL 334833316
JSDE41	Warr Built Dt: 02/18/2011	Phone: 561 454-1800
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6031110157)	Supplier RP:	
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0211D1015)		
Plant: STERLING HEIGHTS ASSEMBLY PLANT		
MDH: 021816		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:CUST STATES WHEN AT IDLE OR SITTING AT STOP LIGHTS VEHICLE WOULD SHUT OFF

Service Action:KEVIN,WIGGLE TEST THE PCM HARNESS NEAR AND AT ALL THE PCM CONNECTORS,INSPECT THE PCM TERMINALS FOR BEING SPREAD,BENT,LOOSE,BACKED OUT.CHECK THE HARNESS NEAR THE TRANS MOUNT FOR CHAFS/RUBS.SEE STAR CASES S1108000062 & S1108000052. CHECK FOR ANY AFTERMARKET ACCESSORIES THAT COULD BE CAUSING THE CONCERN.RELEARN THE ETC SYSTEM,MAKE SURE THE PCM IS UP TO DATE ALSO. RELEARNED ECM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011992786

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG6BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6341010671)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3460D2215)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 011106

Report#: SSV011992786
Open Date: 01/12/2012
Mileage: 16331
Warr Built Dt: 01/11/2011
Supplier RP:

Zone/Cd: 71-42947
Name: AUTOWEST CHRYSLER DODGE JEEP R
Address: 200 AUTOMALL DR
 ROSEVILLE, CA 956613001
Phone: 800 872-2800
 916 781-8100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE STALLS, AT STOP SIGN, HAS TO TURN OFF AND RESTARTS CAN NOT DUPLICATE CONCERN, I DID TEST DRIVE WITH CUST AND NOTHING HAPPENED. DO TO COST OF OUR EQUIPMENT AND THE CUST BEEN TO MANY OTHER DEALERSHIPS, OUR FOREMAN DOES NOT WANT TO SEND OUR EQUIPMENT OUT WITH THIS CUST. HE REC THE CUST LEAVE THE VEHICLE SO WE CAN DRIVE IT TO CONFIRM.

Service Action:BOBBY NO KNOWN COMMON ISSUES FOR THIS CONCERN ADVISE IF CONCERN CAN NOT BE DUPLICATED DO NOT PERFORM ANY REPAIRS,THE CONCERN NEEDS TO BE DUPLICATED TO PROVIDE DIRECTION FOR REPAIR. BOBBY IF UNABLE TO DUPLICATE THE CONCERN MAYBE SEND CUSTOMER OUT WITH DATA RECORDER TO CAPTURE THE EVENT. BOBBY OK KEEP US UPDATED THANKS. NONE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011959244

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC7EG3BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED CONVERTIBLE
 JSCX27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6067111156)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0841D3686)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 033114

Report#: SSV011959244
Open Date: 01/11/2012
Mileage: 9049
Warr Built Dt: 03/31/2011
Supplier RP:

Zone/Cd: 66-60262
Name: STATELINE CHRYSLER JEEP DODGE,
Address: 800 GOLD HILL RD
 FORT MILL, SC 297088979
Phone: 803 396-1000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:TECHCONNECT REFERENCE TICKET #218112 CUSTOMER CONTINUES TO REPORT INTERMITTANT STALLING AT IDLE IN GEAR, RED LIGHTS ETC. SCANNED FOR CODES AND FOUND B2378 AND P128D. NO OTHER CODES, ALL SOFTWARE IS UP TO DATE. I AM CHECKING T16 AND FOUND THAT THIS CIRCUIT IS FOR THE TRANSMISSION AND RUNS FROM THE TIPM TO S102 FROM THERE TO THE TRANS SOLENOID AND THE PCM AT 3 PLACES A 26,27,28. I CANN ONLY ASSUME THAT THIS IS C1 OF THE PCM AND HAVE NO IDEA WHICH CONNECTOR IS C1, THE LOCATION IS NO LEGIBLE AND THE COLOR ON C1 SAYS BLACK AND THE COLOR IS NOT LISTED FOR C2, I HAVE A WHITE AND A BROWN CONNECTOR, FIND OUT WHICH ONE YOU WANT ME TO TAKE APART AND LET ME KNOW. THANKS THEY ARE BOTH 96 PIN CONNECTORS, TRY AGAIN NO KIDDING, LOOKS LIKE SOMEBODY WOULD MAKE THIS IMFORMATION LEGIBLE AND USABLE BECAUSE IT IS USELESS RIGHT NOW AND NOW I HAVE TO TEAR UP THE HARNESSES AND LOOK AT 200 WIRES JUST TO CHECK THE CONTNUITY,I HOPED YOU COULD READ THIS STUFF BETTER THAN ME, THANKS. I FOUND ALL THE PINS AND THIS CIRCUIT LOOKS OK I HAVE OEDERD A TIPM AND WILL BE HERE TOMORROW I WILL LET YOU KNOW IF IT IS FIXED, KEEP YOUR FINGERS CROSSED, THANKS FOR YOUR HELP, WE ARE STILL LEARNING

HOW TO NAVIGATE THE TECCONNECT AND IS FRUSTRATING AT TIMES, THANKS AGAIN.

Service Action: THOMAS , FIRST THING VERIFY THE CUSTOMERS STALLING CONCERN BEFORE ATTEMPTING TO REPAIR . ADVISE TECH TO PERFORM THE DIAGNOSTICS ON THE FAULT CODE PRESENT IF THEY ARE IN THE ACTIVE STATE . ADVISE TECH TO VERIFY THE T16 CIRCUIT INTEGRITY AND IF NO WIRING PROBLEM FOUND TO REPLACE THE TIPM . THOMAS , THE C1 CONNECTOR ON THE PCM IS THE 96 PIN CONNECTOR . THOMAS , LOOK TO SEE WHICH OF THE TWO CONNECTORS HAS A YELLOW WIRE IN TERMINALS A26 , A27 , A28 . ADVISE TECH ALL OF THE INFORMATION IN DEALER CONNECT SHOWS A BLACK CONNECTOR . THOMAS , I HAVE THE SAME DEALER CONNECT AS YOU DO , SORRY FOR THE CONFUSION . THOMAS , I COMPLETELY UNDERSTAND , I HAVE TO USE THE SAME INFORMATION EVERY DAY ALL DAY LONG. I HAVE NOT YET HAD THE QUESTION OF WHICH CONNECTOR WAS THE C1 CONNECTOR AND DID NOT KNOW THAT BOTH WERE 96 PIN CONNECTORS . KEEP ME POSTED IF THE TIPM CORRECTS THE CONDITION . UNKNOWN, INTERMITTANT PROBLEM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011974056

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD2FG5BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER LUX
 JSDL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6061110145)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3270D1020)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 031521

Report#: SSV011974056
Open Date: 01/05/2012
Mileage: 696
Warr Built Dt: 03/15/2011
Supplier RP:

Zone/Cd: 63-44450
Name: CUMMINS CHRYSLER
Address: 4901 E MAIN ST
 WEATHERFORD, OK 730969548
Phone: 580 772-5522
 580 772-3858

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:ENGINE STALLS WHEN SHIFT INTO DRIVE YES I PERFORMED TEST, IT STALLED, I THEN RESTARTED ENGINE AND UNPLUGGED SOLENOID CONNECTOR AND TRIED, IT STALLED IMMEDIATELY.

Service Action:STAR ADVISES TECH TO START VEHICLE AND GET IT TO STALL.THEN START VEHICLE AGAIN AND UNPLUG SOLENOID PACK CONNECTOR AND THEN PUT IT INTO DRIVE.DOES IT STALL STAR RECOMMENDS REPLACING VALVEBODY AND MAKE SURE COOLER IS FLUSHED.ISSUE IS WITH VALVEBODY OR CONVERTER. REPLACED VALVE BODY, TRANS FILTER AND FLUSHED TRANS COOLER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011906307

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG2BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6104110385)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
 #:K0601D2318)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 050512

Report#: SSV011906307
Open Date: 12/27/2011
Mileage: 6437
Warr Built Dt: 05/05/2011
Supplier RP:

Zone/Cd: 63-45442
Name: OVIEDO CHRYSLER JEEP DODGE
Address: 3637 W STATE HIGHWAY 71
 LA GRANGE, TX 789455145
Phone: 979 242-5981

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE DIES AT A STOP AT TIMES

Service Action:TERRY,SUGGEST YOU UPDATE THE PCM.CHECK FOR FUEL QUALITY CONCERNS.CHECK FOR ANY AFTERMARKET ACCESSORIES THAT COULD BE POSSIBLY CAUSING THE CONCERN.RELEARN THE ETC SYSTEM. UPDATED PCM AND COMPLETED RELEARN, HAVE NOT HEARD BACK FROM CUSTOMER YET.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011788102

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG1BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6313010486)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
 #:K3370D1024)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 122207

Report#: SSV011788102
Open Date: 12/16/2011
Mileage: 5477
Warr Built Dt: 12/22/2010
Supplier RP:

Zone/Cd: 71-45189
Name: DCH CHRYSLER JEEP DODGE OF
Address: 26845 YNEZ RD
 TEMECULA, CA 925914695
Phone: 951 676-0010

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CAR INTERMITTENTLY STALLS MOSTLY AT OR COMING TO STOP NO FAULT CODES AS PER TECH REP REPLACED BOTH CAM SENSERS AND ROAD TESTED CAR STILL STALLS COMING TO STOPS. DOES FEEL LIKE TORQUE CONVERTOR IS STAYING LOCKED UP

Service Action: ADVISE WILL TURN CASE TO TEAM LEADER, CASE WAS ESCALATED FOR REVIEW TO FTS. ADVISE TO SHIFT IN TO NEURAL WHEN CONDITION IS PRESENT, REPLACED VALVE BODY, MAKE SURE FILTER IS NOT LOOSE, AND FLUID LEVEL IS CORRECT, IF LINE PRESSURE IS LOST, T/C WILL BE APPLY AND WILL STALL ENGINE. REPLACED VALVE BODY OK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011897373

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG3BN [REDACTED]	Report#: SSV011897373	Zone/Cd: 66-44940
Model Year: 2011	Open Date: 12/17/2011	Name: MAROONE CHRYSLER DODGE JEEP RA
Make/Model: DODGE	Mileage: 6557	Address: 13601 PINES BLVD
AVENGER SXT	Warr Built Dt: 05/10/2011	PEMBROKE PINES, FL 33027
JSDE41	Supplier RP:	Phone: 954 441-2000
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6117110253)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0671D2136)		
Plant: STERLING HEIGHTS ASSEMBLY PLANT		
MDH: 051011		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: STALLS WHEN COMING TO A STOP. TREMBELS AT A LIGHT.

Service Action: STEVE CHECK THE FUEL ADAPTIVES AND SEE IF THEY ARE STAYING BELOW TEN AND WE HAVE NOT HAD ANY ISSUES WITH STALLING AND MAY HAVE TO DO A DATA RECORDING OF THE ISSUE. AND DO A ETC RELEARN ALSO. UNABLE TO DUPLICATE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011662878

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG6BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6075111239)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0831D3562)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 040118

Report#: SSV011662878
Open Date: 12/06/2011
Mileage: 5068
Warr Built Dt: 04/01/2011
Supplier RP:

Zone/Cd: 66-43084
Name: BIG O DODGE CHRYSLER JEEP
Address: 2645 LAURENS RD
 GREENVILLE, SC 296073817
Phone: 864 288-5000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE STALLING MOSTLY AT LOW RPM,I CAN NOT GET VEHICLE TO STALL,BUT WAS WANTING TO SEE HOW MANY KEY CYCLES THE PCM WAS READING BUT CANNOT FIND IT ANYWHERE,DO YOU HAVE ANY IDEA WHERE I CAN I HAVE LOOKED AT CARB READINESS AND ONLY THE EGR MONITOR HAS RUN AND PASSED I DID RESET PCM 500 MILES AGO AND RELEARNED THROTTLE.

Service Action:TONY, THE STARTS SINCE SET SCREEN IS NO LONGER USED. A SUGGESTION WOULD BE TO SET A CODE FOR INSTANCE UNPLUGGING THE PURGE, PLUG IT BACK IN. THE CODE WILL GO STORED, BU WILL STILL REMAIN. IF THE STORED CODE IS NO LONGER PRESENT AFTER THE STALLING, THAT WOULD BE AN INDICATION OF THE PCM RESETTING. NA

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011738164

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG1BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6313010486)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3370D1024)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 122207

Report#: SSV011738164
Open Date: 12/06/2011
Mileage: 5025
Warr Built Dt: 12/22/2010
Supplier RP:

Zone/Cd: 71-45189
Name: DCH CHRYSLER JEEP DODGE OF
Address: 26845 YNEZ RD
 TEMECULA, CA 925914695
Phone: 951 676-0010

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: GUEST STATES AFTER PCM FLASH FOR RRT 11-069, 3 TIMES THE VEHICLE INCLUDING ALL INTERIOR AND EXTERIOR ELECTRICAL COMPLETELY DIED, 1 TIME WHILE GOING ABOUT 30 MPH, ANOTHER TIME WHILE COMING TO A STOP GOING ABOUT 5 MPH, 3RD TIME WHILE AT A STOP AND EVERYTHING WENT DEAD AND VEHICLE STARTED TO ROLL BACK. ALSO GUEST STATES TRANSMISSION SHIFTS VERY RAPIDLY, AND WILL CLUNK WHEN APPROACHING A STOP LIGHT, OR SLOWING DOWN TO ABOUT 10 MILES OER HOUR AND REAPPLYNG THE GAS. IVE DRIVIN THE VEHICLE ABOUT 10 MILES AND HAS NOT STALLED OR DIED OR ACTED AT ALL ABNORMAL. FOUND TRANS IS SHIFTING LIKE A 62TE AND HAVE NOT VERIFIED CLUNKING. CHECKED TRANS FLUID LEVEL. OK. CHECKED HARNESS WIRING AROUND PDC AND MOTOR MOUNTS AS PER STAR CASE S1108000052. NOTHING ABNORMAL FOUND SERVICE MANAGER DROVE VEHICLE HOME FOR THE NIGHT 63 MILES TOTAL BETWEEN FREEWAY AND CITY DRIVING. NO PROBLEMS NOTED DURING THIS DRIVE. RELEASED VEHICLE TO CUSTOMER. CUSTOMER DROVE APPROX 65 MILES ON THE FREEWAY WITH NO PROBLEMS, ON HIS WAY BACK ON THIS TRIP CRUISING APPROX 68-70 MILES PER HOUR, VEHICLE AND ALL ELECTRICAL DIED, LASTED ABOUT 3 SECONDS AND CAME BACK ALIVE AND NOTCIED

RADIO WAS STAGY AND WAS FROZEN, WOULDNT ALLOW CUST TO LOWER VOLUME, CHANGE STATIONS, OR POWER OFF. IM BAFFLED. NO CODES SET IN ANY MODULES THE FIRST VISIT FOR CUSTOMER AND I SCANNED THE SYSTEM AGAIN WHEN VEHICLE RETURNED STILL NO CODES, NO FLASHES AVAILABLE FOR ANY MODULES. CHECKED B+ TO TIPM AND ALL APPLICABLE CONNECTORS, 12 VOLT CONNECTION GOOD AND TIGHT, NO ABNORMAL CONDITIONS NOTED FOR ANY CONNECTORS. ANYTIME IS FINE, DIDNT REALIZE IT WAS STAR CALLING, FEEL FREE TO CALL ANYTIME NOW 951-581-4249 THANKS REPLACED TIPM, SERVICE MANAGER DROVE HOME AGAIN ANOTHER 70 MILES GIVE OR TAKE, NO PROBLEMS. RETURNED VEHICLE TO CUSTOMER AND DIED ON CUSTOMER ANOTHER 3 TIMES. I BELIEVE HE IS TRADING HE CAR IN, CAR CAME BACK CUSTMER STATES STILL DIES HOOTED UP STAR MOBILE TO DUE FLIGHT RECORDING ROAD TESTED OVER 225 MILES DID FINALLY GET CAR TO STALL 1 TIME COMEING TO A STOP AND ONCE WAITING AT STOP LITE SENT RECORDINGS TO YOU.SET TEMPLT UP AS PER STAN GOZZI ARE TECH REP ALSO I AM NEW TECH WORKING ON CAR TECH# S37879B JOHN HALL ANY CALL ME AT 951-588-9421

Service Action: DAN NO KNOWN ISSUES WITH THIS RRT. IF THE PCM WAS THE CAUSE, THEY WOULDNT LOSE ALL ELECTRICAL. THE 62TE HAS BEEN NOTED TO CLUNK AS THE CUSTOMER DESCRIBES AND IS CHARACTERISTIC AT THIS TIME. I WOULD TRY AND DUPLICATE THIS. CHECK THE B+ FEEDS TO THE TIPM AS WELL AS ALL CONNECTORS TO IT - BRIAN DAN I M GOING TO FORWARD THIS FOR FURTHER REVIEW. JUST TO BE SURE, THERE ARE CURRENTLY NOR EVER HAVE BEEN ANY CODES - BRIAN THANKS DAN. I LL FORWARD THIS FOR REVIEW - BRIAN DAN I TRIED CALLING YOUR CELL. LET ME KNOW WHEN I CAN CALL YOU, THANKS - BRIAN STAR SPOKE WITH DAN. DAN STATES WHEN THIS OCCURS, ALL EXTERIOR LIGHTS ALSO GO OFF. EVERYTHING ELECTRICAL IS COMPLETELY OUT. DAN HAS CONFIRMED ALL TIPM CONNECTORS AND B+ CONNECTIONS ARE GOOD AND UP TO STANDARD. STAR ADVISED DAN TO REPLACE THE TIPM AT THIS POINT AND LET ME KNOW THE RESULTS - BRIAN DAN I M GOING TO ESCALATE THIS CASE FOR FURTHER AND REVIEW BY ENGINEERING. WE WILL GET BACK WITH YOU ASAP ON A COURSE OF ACTION AT THIS POINT - BRIAN REVIEWED AND ESCALATED TO FTS. REVIEWED DEALER RECORDINGS. COULD NOT SEE LOSS OR DROP OUT OF IGNITION STATUS AT ANY TIME IN MODULES. WILL FORWARD CASE TO DRIVE GROUP FOR REVIEW OF RECORDINGS AS WELL. THANKS, SCOTT. NEED ENGINE RPM (ENGINE SPEED), O2 SENSOR VOLTAGES FROM PCM PUT ON TEMPLATE FOR RECORDING. TECH NOT IN TODAY, LEFT A MESSAGE WITH MY CALL BACK INFORMATION FOR TECH TO CALL ME TOMORROW. STILL NOT FIXED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011785888

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG9BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6056110796)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0601D2075)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 031507

Report#: SSV011785888
Open Date: 12/06/2011
Mileage: 1384
Warr Built Dt: 03/15/2011
Supplier RP:

Zone/Cd: 71-52979
Name: HUNTER DODGE CHRYSLER JEEP
Address: 1130 AUTO MALL DR
 LANCASTER, CA 935343292
Phone: 661 948-8411

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE STALLS A STOP, NO CHECK ENGINE LIGHT, NO WARNING LIGHTS, VEHICLE STARTS RIGHT BACK UP ACCORDING TO CUSTOMER.

Service Action: JALMET THIS SERVICE ACTION APPLIES TO SPECIFIC UNSOLD VEHICLES. IF THE VEHICLE APPEARS ON THE SUSPECT VIN LIST, THE VEHICLE S ENGINE MUST BE INSPECTED THE TSB DOES NOT APPLY TO THIS VEHICLE. ADVISE NO KNOWN COMMON ISSUES FOR THIS CONCERN ON THIS VEHICLE, INSPECT CANNISTER FOR RAW FUEL AND PURGE FOR STICKING. NO REPAIR DONE, ROAD TESTED VEHICLE COLD, HOT UNABLE TO DUPLICATE CUSTOMER CONCERN. INSPECTED VEHICLE CANISTER FOR CRUDE FUEL NONE FOUND.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011708789

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG6BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6067110773)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0761D1255)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 032307

Report#: SSV011708789
Open Date: 12/05/2011
Mileage: 6096
Warr Built Dt: 03/23/2011
Supplier RP:

Zone/Cd: 42-26348
Name: SNETHKAMP CHRYSLER DODGE JEEP
Address: 23951 PLYMOUTH ROAD
 REDFORD, MI 482391497
Phone: 313 255-2700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:INT STALLS I DID NOT FIND ANYTHING NEAR THE TRANS MOUNT IN STAR CASE IS THIS POSSIBLY A DIFFERANT BODY I DO NOT SEE A TANG ,THE OTHER CASE ,CONNECTORS LOOK TIGHT SO FAR I DID FIND THE BREATHER HOSE AT THE TUBE TO PLENUM TOTALLY KINKED I CHANGED THE HOSE POSSIBILITY

Service Action:ROBERT,WIGGLE TEST THE PCM HARNESS NEAR AND AT ALL THE PCM CONNECTORS,INSPECT THE PCM TERMINALS FOR BEING SPREAD,BENT,LOOSE,BACKED OUT.CHECK THE HARNESS NEAR THE TRANS MOUNT FOR CHAFS/RUBS.SEE STAR CASES S1108000062 & S1108000052. ROBERT, YOU WILL NEED TO TRY IT OUT.IF NEEDED YOU MAY NEED TO GET A DATA RECORDING OF THE DIE OUT,GET MORE INFORMATION FROM THE CUSTOMER OF WHEN OR UNDER WHAT DRIVING CONDITIONS THE DIE OUT HAPPENS. VENT KINKED AND CRANK SENSOR\r\n*****\r\nSTAR: TECH NOTES CKP SENSOR FOR P0019.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN56724203

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC8FG0BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200S
 JSCR41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6116111322)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0681D3144)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 050923

Report#: BN56724203
Open Date: 01/23/2012
Mileage: 0
Warr Built Dt: 05/09/2011
Supplier RP:

Zone/Cd: 66-56904
Name: DADELAND DODGE CHRYSLER JEEP
Address: 16501 SOUTH DIXIE HIGHWAY
 MIAMI, FL 33157
Phone: 305 278-9994

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
68055891AA	OIL -5W30	6	2.74		
68079744AB	FILTER -ENGINE OIL	1	5.51		

Labor Information

LOP	LOP Description	Cost	Fail Cd
-----	-----------------	------	---------

** No Labor Information Available

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 00 (Detractor)

007. Negative experience / problems with CURRENT vehicle

011. Poor service experience

I'm having a lot of problems with the car. The problem is you guys can't find anything with it, so I'm really unhappy.

Q2. Please rate your satisfaction with your 200S on a scale of 0 to 10.

Score: 00 (Detractor)

Z13. Any mention of dealership Service experience After SALE

E20. Engine Runs, Then Dies/Stalls

X64. Quality of paint- chips/scratches too easily- not specific to delivery

I'm having a lot of problems with the car. The problem is you guys can't find anything with it, so I'm really unhappy. Put it at zero as well because I was really happy with it at the beginning and the car has shut off on me four times already. It has had to go into the shop for paint work because the paint is chipping on it and it's a brand new car. I've only had it like for five months now and it's been problem after problem. I'm to the point that I can't say anything positive about it anymore.

Q3. Please rate your satisfaction with your experience at DADELAND DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 07 (Neutral)

Q14. Do you want someone from Chrysler LLC to contact you?

01 - Yes

002. Dealer

SURVEY COMPLETED 2012-01-23 17:26:36, CUSTOMER ID:714296604, RO:00175476, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN51496304

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG0BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6341010425)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0061D2024)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 011311

Report#: BN51496304
Open Date: 01/10/2012
Mileage: 0
Warr Built Dt: 01/13/2011
Supplier RP:

Zone/Cd: 32-23170
Name: BROWN'S JEEP CHRYSLER DODGE
Address: 483 ROUTE 112
 PATCHOGUE, NY 117721829
Phone: 631 289-8500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend DODGE to a friend or colleague?

Score: 00 (Detractor)

007. Negative experience / problems with CURRENT vehicle

011. Poor service experience

992. Safety/Legal

I've had problems with the car, where it's stalled in the middle of intersections. It was three times I brought it back. They weren't able to duplicate the problem to get it fixed. They think they might have it fixed now. They changed something in my remote start. But, any day it could stall out again and I'm not too comfortable putting my wife and kids in the car. It might be fixed. It might not be fixed. They weren't able to tell me if they'd definitely fixed why it was stalling. So, it's every day to go out you got to worry about it. That pretty much sums it up, other than having to worry

about somebody getting killed in the car. Like I said, it's the same thing. They weren't quite sure they got the car fixed. So, you still have to worry about it every day. They took care of the other problems that we had, but the most important one, they can't tell me if it's fixed or not

Q2. Please rate your satisfaction with your AVENGER SXT on a scale of 0 to 10.

Score: 00 (Detractor)

E20. Engine Runs, Then Dies/Stalls

992. Safety/Legal

I've had problems with the car, where it's stalled in the middle of intersections. It was three times I brought it back. They weren't able to duplicate the problem to get it fixed. They think they might have it fixed now. They changed something in my remote start. But, any day it could stall out again and I'm not too comfortable putting my wife and kids in the car. It might be fixed. It might not be fixed. They weren't able to tell me if they'd definitely fixed why it was stalling. So, it's every day to go out you got to worry about it. That pretty much sums it up, other than having to worry about somebody getting killed in the car. Like I said, it's the same thing. They weren't quite sure they got the car fixed. So, you still have to worry about it every day. They took care of the other problems that we had, but the most important one, they can't tell me if it's fixed or not

Q3. Please rate your satisfaction with your experience at BROWN'S JEEP CHRYSLER DODGE on a scale of 0 to 10.

Score: 03 (Detractor)

025. Could not duplicate problem / condition

023. Vehicle not fixed first visit

992. Safety/Legal

I've had problems with the car, where it's stalled in the middle of intersections. It was three times I brought it back. They weren't able to duplicate the problem to get it fixed. They think they might have it fixed now. They changed something in my remote start. But, any day it could stall out again and I'm not too comfortable putting my wife and kids in the car. It might be fixed. It might not be fixed. They weren't able to tell me if they'd definitely fixed why it was stalling. So, it's every day to go out you got to worry about it. That pretty much sums it up, other than having to worry about somebody getting killed in the car. Like I said, it's the same thing. They weren't quite sure they got the car fixed. So, you still have to worry about it every day. They took care of the other problems that we had, but the most important one, they can't tell me if it's fixed or not

Q14. Do you want someone from Chrysler LLC to contact you?

01 - Yes

001. Legal

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN50314403

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG3BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6302010522)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3260D1090)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 121406

Report#: BN50314403
Open Date: 01/16/2012
Mileage: 0
Warr Built Dt: 12/14/2010
Supplier RP:

Zone/Cd: 35-60344
Name: BLAISE ALEXANDER CHRYSLER DODG
Address: 1080 E COLLEGE AVE
 STATE COLLEGE, PA 168016805
Phone: 814 234-4321

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
CH68055891-AA	OIL -5W30	6	2.35		
CH68079744-AB	FILTER -ENGINE OIL	1	6.24		

Labor Information

LOP	LOP Description	Cost	Fail Cd
-----	-----------------	------	---------

** No Labor Information Available

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 10 (Promoter)

Q2. Please rate your satisfaction with your 200 LIMITED on a scale of 0 to 10.

Score: 05 (Detractor)

Z13. Any mention of dealership Service experience After SALE

E20. Engine Runs, Then Dies/Stalls

I had my 200. I bought it brand new and had less than 1000 miles on it. It shut off. I had to have it towed to the Lays Alexander, the Chrysler dealer. They repaired it. I had gotten a call from Chrysler, some service manager. I had been looking for his name in the case number. He asked me what happened and was I satisfied. I said I wasn't because we like to take trips. Just to have it completely shut down, and I had to have it towed. The problem was something during the assembly. That service guy said to me, 'What can we do to make things better for you?' Maybe give me some incentive from Chrysler, something because of that. He said he thought they could do some free oil changes or something for me. I said that would make things better for me. I called him back in about two months because I kept his name in a case number. He was promoted from whatever to the head of the department then. I said, what happened to these certificates for oil changes? He says, 'It takes three or four months.' I still haven't gotten anything to this day.

Q3. Please rate your satisfaction with your experience at BLAISE ALEXANDER CHRYSLER DODG on a scale of 0 to 10.

Score: 08 (Neutral)

Q14. Do you want someone from Chrysler LLC to contact you?

01 - Yes

003. Non-Legal/Non-Dealer

SURVEY COMPLETED 2012-01-21 12:44:09, CUSTOMER ID:056144832, RO:00041525, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN50350304

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG2BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6302010049)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
 #:K3270D2163)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 121606

Report#: BN50350304
Open Date: 12/29/2011
Mileage: 0
Warr Built Dt: 12/16/2010
Supplier RP:

Zone/Cd: 66-45488
Name: LANDERS MCLARTY DODGE CHRYSLER
Address: 5080 ACADEMY LN
 BESSEMER, AL 350225249
Phone: 205 923-6343
 205 923-7278

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
CH4766177-AA	ISOLATOR -EXHAUST	0	0.00		
05184293AC	DAMPER -CRANKSHAFT	1	60.34	X	01/01/0001
CH5184293-AC	DAMPER -CRANKSHAFT	1	60.34		

Labor Information

LOP	LOP Description	Cost	Fail Cd
-----	-----------------	------	---------

** No Labor Information Available

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 10 (Promoter)

Q2. Please rate your satisfaction with your 200 TOURING on a scale of 0 to 10.

Score: 06 (Detractor)

E20. Engine Runs, Then Dies/Stalls

P25. Unspecified performance of vehicle

P17. Numerous non-specific problems / already have problems

We got the car in February. I think two months later it just started cutting off on us in the street. Then we had to wait maybe about four or five minutes. Then it would start back up. Then we had to take it to the shop, and they had to send off and get some parts for it. Then it was just too much. Now it start making this hissing sound knocking noise. We took it back to the dealer. They had to wait for a part to come in from another country. Then it got that part in. Then they gave us a car, so we could drive it. Then another part had to come in for the computer. It wasn't running right. I think we have near 4000 miles on that car the first time. Now we just got 6000 miles on it. It seems to be running okay now. Like I said, we have the problems with the car right there, and we just got it. Don't nobody drive it basically. I never drive it. My husband drive it basically mostly right around here. We don't drive it every day and stuff. It was just like for grocery shopping, doctor's appointments, and leisure. I don't know. This was the first year. That car came out last year. It feels like they had an experiment on it, and ain't got it quite to par and stuff. Then I think we've been having those problems. I got the things. You can get it from the dealer. The parts they don't have to put on it, they was covered under warranty and stuff. Now I'm worried that the warranty is going to be running out about February. Then we got 6000 miles on this. The first 12 months or 6000 miles it got, then we need another warranty. We got to pay for it out of our pocket book. The car is a problem as it is further down the road. We've been having problems like this already.

Q3. Please rate your satisfaction with your experience at LANDERS MCLARTY DODGE CHRYSLER on a scale of 0 to 10.

Score: 06 (Detractor)

024. Parts not in stock

023. Vehicle not fixed first visit

006. Consideration of time

We got the car in February. I think two months later it just started cutting off on us in the street. Then we had to wait maybe about four or five minutes. Then it would start back up. Then we had to take it to the shop, and they had to send off and get some parts for it. Then it was just too much. Now it start making this hissing sound knocking noise. We took it back to the dealer. They had to wait for a part to come in from another country. Then it got that part in. Then they gave us a car, so we could drive it. Then another part had to come in for the computer. It wasn't running right. I think we have near 4000 miles on that car the first time. Now we just got 6000 miles on it. It seems to be running okay now. Like I said, we have the problems with the car right there, and we just got it. Don't nobody drive it basically. I never drive it. My husband drive it basically mostly right around here. We don't drive it every day and stuff. It was just like for grocery shopping, doctor's appointments, and leisure. I don't know. This was the first year. That car came out last year. It feels like they had an experiment on it, and ain't got it quite to par and stuff. Then I think we've been having those problems. I got the things. You can get it from the dealer. The parts they don't have to put on it, they was covered under warranty and stuff. Now I'm worried that the warranty is going to be running out about February. Then we got 6000 miles on this. The first 12 months or 6000 miles it got, then we need another warranty. We got to pay for it out of our pocket book. The car is a problem as it is further down the road. We've been having problems like this already. When we first took the car in there, they told us that the Thursday we took the car in the morning. They told us the car they had to get a part from another country. They didn't know when the part would be in. That was the Thursday afternoon. We got a rental car. Then they call me back there Friday morning. They said the part had come in. Then it was ready. I was trying to figure it out. How did they get a part from out of the country on a holiday weekend the day before

christmas eve?

Q14. Do you want someone from Chrysler LLC to contact you?

01 - Yes

002. Dealer

SURVEY COMPLETED 2011-12-29 19:24:58, CUSTOMER ID:010401919, RO:00136730, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011753217

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG4BN [REDACTED]

Report#: SSV011753217

Zone/Cd: 66-45148

Model Year: 2011

Open Date: 11/25/2011

Name: JACKSONVILLE CHRYSLER JEEP DOD

Make/Model: CHRYSLER

Mileage: 16475

Address: 11101 NURSERY FIELDS DRIVE

200 LIMITED

Warr Built Dt: 01/05/2011

JACKSONVILLE, FL 32256

JSCL41

Supplier RP:

Phone: 904 493-0000

Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6351010395)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser

#:K3370D2604)

Plant: STERLING HEIGHTS ASSEMBLY PLANT

MDH: 010508

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
-------------	------------------	----------	-----------	---------	---------

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
-----	-----------------	------	---------

** No Labor Information Available

Service Narrative Information

Customer Comment: STALL WHEN COMES TO STOP.

Service Action: CHRISTOPHER, ATTEMPT TO SET A DTC BY UNPLUGGING THE PURGE, PLUG IT BACK IN SO IT GOES STORED, IF THE FAULT IS NO LONGER PRESENT AFTER THE STALL THAT WOULD INDICATE THE PCM IS RESETTING. ADVISED TO OBTAIN A DATA RECORDING OF THE CONCERN. COULD NOT DUPLICATE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011760430

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6101110312)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0971D3435)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 041818

Report#: SSV011760430
Open Date: 11/23/2011
Mileage: 12843
Warr Built Dt: 04/18/2011
Supplier RP:

Zone/Cd: 66-45168
Name: MCKENNEY DODGE CHRYSLER JEEP
Address: 2339 EAST FRANKLIN BLVD
 GASTONIA, NC 28054
Phone: 704 864-7786

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CUTS OFF AT IDLE AFTER A FULL STOP I LOOKED AT BOTH STAR CASES AND THIS CAR IS NOT HARD TO START AND RUNS NORMAL AND HAS NEVER HAD ANY DTCS SET BOTH OF THESE STAR CASE MADE REFERENCE TO A NO START OR HARD TO START CAR ALWAYS STARTS BACK UP AND RUNS NORMAL EXCEPT FOR THE STALL OUT AT A FULL STOP I DID A DATA RECORDING ON SEVERAL SENSORS AND FOUND THAT THE MAP WAS READING A BARO OF 28.67 ALL THE TIME AND WAS FIXED AT THAT NUMBER COPIAIED WITH ANOTHER 200 IN THE SHOP AND THE BARO WAS 29.3 THIS WOULD BE A PROPER READING FOR THE AREA I REPLACED MAP SENSOR AND THE BARO CHANGED TO A 29.4 AND THE CAR HAS RUN OK FOR TWO DAYS ON TEST DRIVES WE ALSO HAD ANOTHE CAR COME IN TODAY AND THE BARO WAS FIXED ART 28.67 WE ALSO ORDERED A MAP FOR IT DO WE HAVE A SENSOR PROBLEM OR IS THERE A SOFTWARE PROBLEM CAUSING THE MAP BARO TO GO THAT LOW SEEMS STANGE THAT WE WOULD HAVE TWO CARES WITH THE SAME BARO AND IT STAYS FIXED AT THAT READING UNTIL WE RELACE IT I DID A DATA RECORDING ON SEVERAL SENSORS AND FOUND THAT THE MAP WAS READING A BARO OF 28.67 ALL THE TIME AND WAS FIXED AT THAT NUMBER COPIAIED WITH ANOTHER 200 IN THE SHOP AND THE BARO WAS 29.3 THIS

WOULD BE A PROPER READING FOR THE AREA I REPLACED MAP SENSOR AND THE BARO CHANGED TO A 29.4 AND THE CAR HAS RUN OK FOR TWO DAYS ON TEST DRIVES WE ALSO HAD ANOTHER CAR COME IN TODAY AND THE BARO WAS FIXED AT 28.67 WE ALSO ORDERED A MAP FOR IT DO WE HAVE A SENSOR PROBLEM OR IS THERE A SOFTWARE PROBLEM CAUSING THE MAP BARO TO GO THAT LOW SEEMS STRANGE THAT WE WOULD HAVE TWO CARS WITH THE SAME BARO AND IT STAYS FIXED AT THAT READING UNTIL WE REPLACE IT CUTS OFF WHEN COMING TO A STOP LIGHT. NO CODES IN SYSTEM. ROAD TEST. COULD NOT CONFIRM

Service Action: KEN, MONITOR THE FUEL PRESSURE, LAB SCOPE THE CKP SIGNAL. IF NEEDED REPLACE THE CKP SENSOR AND LOAD TEST THE CKP CIRCUITS, CHECK FOR ANY SPREAD, BENT, BACKED OUT TERMINALS AT THE CKP SENSOR AND PCM. SEE STAR CASES S1108000062 & S1108000052. KEN, O.K. THEN GET A DATA RECORDING OF THE DIE OUT THEN. KEN, MORE THAN LIKELY A MAP SENSOR ISSUE, NOT AWARE CURRENTLY OF ANY SOFTWARE ISSUES PERTAINING TO THE BARO DATA. CLOSE THE CASE OUT ON YOUR END WITH THE FINAL REPAIR DETAIL.... THANKS, HAVE A GREAT WEEKEND. KEN, YOU NEED TO DUPLICATE THE CONCERN, GET A DATA RECORDING OF THE DIE OUT. REPAIRED T/BODY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011833239

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC8FGXBN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200S
 JSCR41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6105110790)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1051D3236)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 042607

Report#: SSV011833239
Open Date: 11/23/2011
Mileage: 6624
Warr Built Dt: 04/26/2011
Supplier RP:

Zone/Cd: 66-42631
Name: LANDMARK DODGE CHRYSLER JEEP
Address: 6850 MOUNT ZION BLVD
 MORROW, GA 302603104
Phone: 770 968-4900

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:CUSTOMER STATES CAR HAS CUT OFF 4 TIMES (STALLS)

Service Action:MIKE,TAKE A LOOK AT STAR CASES S1108000062 & S1108000052.MAKE SURE THE PCM IS UP TO DATE.MAKE ATTEMPTS AT DUPLICATING THE CONCERN,CHECK FOR ANY AFTERMARKET ACCESSORIES THAT COULD POSSIBLY BE CAUSING THE ISSUE.EVEN THE ONES THAT THE CUSTOMER MAY BE REMOVING LIKE A GPS OR SMARTPHONE.
 INSPECT THE WIRE HARNESS FOR CHAFS,IF NEEDED YOU MAY NEED TO DATA RECORD THE DIE OUT IF YOU HAVE NO FAULT CODES & ARE UNABLE TO VERIFY THE CONCERN. COULD NOT DUPLICATE- CHECKED RECOMMENDED STAR CASES- DIDNT APPLY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011719871

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG4BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6053110089)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0471D1194)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 030900

Report#: SSV011719871
Open Date: 10/31/2011
Mileage: 12445
Warr Built Dt: 03/09/2011
Supplier RP:

Zone/Cd: 70-68009
Name: DOUG SMITH CHRYSLER JEEP DODGE
Address: 523 WEST MAIN STREET
 AMERICAN FORK, UT 84003
Phone: 801 492-1110

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: MIL WHEN SLOWING DOWN THE CAR WILL LURCH A BIT AND SOMETIMES DIE. AT A STOP LIGHT IT WILL ACT LIKE IT IS ABOUT TO CUT OUT. IT HAS STALLED AND THE STEERING WHEEL WILL LOCK UP. ADVISE. PAY METH: W STAT: L-39 EST: 2.00 TECH: 39 .80 085: DIAGNOSTICS WHEN YOU START THE CAR IT SOMETIMES IS VERY LOUD THIS HAPPENED BEFORE THE ENGINE LIGHT CAME ON AND SINCE. HAPPENS ABOUT 1 OUT OF 10 TIMES. IT SOUNDS LIKE IT IS REVING AT A LOW PITCH. ADVISE SWAPPED VVT ACTUATOR DTC DID NOT MOVE. I HAD A COUPLE MORE QUESTIONS. CAN OIL CONTROL VALVE BE REPLACED WITHOUT REPLACING CAM PHASER ALSO TSB 09-002-11 COULD THIS HAVE ANYTHING TO DO WITH THIS CONCERN I GUESS THAT TSB ONLY APPLIES TO VEHICLES THAT HAVE NOT BEEN SOLD. SO DO I HAVE TO REPLACE THE OCV & THE PHASER ON THE BANK THAT IS THROWING THE CODE SORRY I FORGOT I DID PERFORM THE CLEANING PROCEDURE WITH THE SCAN TOOL AND THAT DID NOT CORRECT THE CONCERN. REPLACED OCV AND INTAKE CAM PHASER. INSPECTED CAM TONE WHEELS NO PROBLEMS FOUND. PERFORMED CAM/CRANK SYNC. DTC COMES BACK ACTIVE. DID NOT CORRECT CONCERN.

Service Action: PAT TRY DOING AN OCV CLEANING PROCEDURE FIRST. PROCEDURE IS IN THE WI-TECH. IF THE CODE IS RESET ABLE, MOVE THE VVT ACTUATOR (BLACK, HOCKEY PUCK LOOKING THING) TO A DIFFERENT CAM AND SEE IF THE DTC MOVES. IF IT DOES, ITu0092S THE ACTUATOR, IF NOT, IT WOULD BE THE OCV. IF THERE WAS WORK DONE ON THE HEAD THAT THE CODES GO TO AND THE CAMS WERE REMOVED, THE TONE WHEEL MAY HAVE BEEN DAMAGED THAT WOULD REQUIRE CAM REPLACEMENT. NEED TO REPLACE CAM PHASERS AND OCV THAT RELATES TO THE DTC. PAT YES REPLACE THE OCV. PAT GOING TO FOWARD YOUR CASE TO OUR MASTER CONSULANT AND HE WILL BE GIVING YOU A CALL THANKS. ADVISED TO REPLACE THE INTAKE CAMSHAFTS. REPLACED INTAKE CAM SHAFTS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011514098

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2EG1BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING CONVERTIBLE
 JSCL27
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6094111128)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0971D3115)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 041816

Report#: SSV011514098
Open Date: 09/28/2011
Mileage: 12
Warr Built Dt: 04/18/2011
Supplier RP:

Zone/Cd: 51-68428
Name: DEMPSEY DODGE CHRYSLER JEEP II
Address: 1000 E ROUTE 34
 PLANO, IL 605459771
Phone: 630 552-7688

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE GOES DEAD AFTER AWHILE / VECHILE GOES DEAD AFTER AWHILE / REINSTALLED FUSE INTO TIPM VERIFIED RAD FANS ARE RUNNING DISCONNECTED PCM CONNECTORS RANS CONTINUED TO RUN HAVENT PROGRAMED TIPM YET BUT WHEN CONNECTORS ARE PLUGGED IN FANS STILL POWER UP

Service Action:VEHICLE GOES DEAD AFTER AWHILE / DUPLICATED : YES. REPAIRS AND TESTS PERFORMED : VEHICLE HAS BEEN CHARGED MULTIPLE TIMES. SCANNED FOR FAULTS HAD ONE P2503 CHARGING SYSTEM OUTPUT LOW PERFORMED DIAG REPLACED ALTENATOR AS PER TEST CONCLUSION, TESTED AND REPLACED BATTERY AS PER MIDTRONICS READOUT ON BATTERY VEHICLE STARTS ANDS RUNS OK. CHECKED FOR CODES AGAIN NONE FOUND /AFTER SHUT OFF CAME BACK TO CAR NOTICED RAD FANS CONT TO RUN AFTER AN HOUR OR SO, NO CODES PULLED FUSE IN TIPM FANS SHUT OFF AND VEHICLE WILL START OK EVERY TIME. TECHCONNECT SEARCH : VEHICLE GOES DEAD AFTER AWHILE ***** JAMES AND I WENT OVER THE LIST OF POSSIBLE CAUSES FOR THE RADIATOR FAN ISSUE. WE DECIDED THAT WHEN THE FANS STAY ON HE WILL DISCONNECT THE PCM SINCE THE PCM SENDS A BUS SIGNAL TO THE TIPM TELLING THE TIPM HOW TO CONTROL THE FANS. IF THE FANS SHUT OFF ON PCM

DISCONNECTION AND THERE IS NO BATTERY DRAIN. THE PCM IS AT FAULT. IF THE FANS CONTINUE TO RUN THERE IS A PROBLEM WITH THE TIPM. JAMES REMEMBER THERE IS NO MORE PCM CONTROL CIRCUIT, IT S A BUS MESSAGE AND THE BUS WORKS FINE. PER OUR DISCUSSION HAVE YOU REPLACED THE TIPM YET IF NOT LETS GET ONE ON ORDER. RON JAMES, THIS CASE WAS FORWARDED TO FIELD TECHNICAL SUPPORT WHICH TAKES IT OUT OF OUR HANDS AT STAR. I AM GOING TO PRINT THIS CASE AND GIVE IT TO OUR MASTER CONSULTANT FOR ANOTHER TRIP TO FTS. RON I WILL ESCALATED THIS CASE TO FTS (ENGINEERING)FOR REVIEW. THANKS STEVE R. CALLED AND TALKED WITH JAMES. VEHICLE HAD BATTERY GO DEAD. THIS IS A DEALER INVENTORY VEHICLE. DEALER HAD REPLACED THE BATTERY AND THEN HAD BATTERY DRAIN DOWN AGAIN. DEALER FOUND CODE FOR ALT OUTPUT LOW, REPLACED THE ALT. THEN DEALER RAN VEHICLE FOR A FEW HRS AND AFTER SHUT OFF THE RADIATOR FANS WERE STILL RUNNING WITH VEHICLE OFF. TECH PULLED FAN FUSE OUT AND FANS SHUT OFF. VEHICLE SAT FOR OVER A WEEKEND AND WHEN TECH PUT FUSE BACK IN, THE FAN STARTED RUNNING AGAIN. TECH SAID HE REPLACED THE TIPM, JUST PLUGGING IN TIPM AND IGN STILL OFF THE FANS STARTED RUNNING. TECH SAID THAT THEN HE UNPLUGGED ONE FAN AT A TIME AT RAD FANS AND IF EITHER FAN IS UNPLUGGED, THE FANS SHUTOFF. TECH THEN DID A VEHICLE RESTORE CONFIGURATION AND THAT THEN THE FANS WORKED FINE. TECH SAID THEY WORK NORMALLY NOW AT THIS POINT. TECH HAS CHECKED THE VEHICLE AT TIMES TO VERIFY BATTERY IS CHARGED AND FANS ARE NOT RUNNING. HAD TALKED TO STAR ON FRIDAY WILL CHECK OVER WEEKEND VECHILE STARTED OK ON MONDAY KEEPING AN EYE ON VECHILE FOR POSS CONCERN.\r\nTHANKS JAMES, LETUS KNOW IF CONCERN RETURNS. THANKS, SCOTT DEALER STATES CAR SAT ON LOT FOR APPX 3WEEKS NO PROBLEM THEN HAD TO JUMP AGAIN ON 8/16/11 CONNECTED GR8 BATTERY STATION TO VECHILE WARRANTY CODE APPEARED AFTER CHARGE TEST ENTER CODE WITH WITECH /REPLACED BATTERY/ PARKED OUTSIDE OVERNIGHT WENT DEAD AGAIN CONNECTED JUMP PACK TO VECHILE AND FANS RUNNING AGAIN WITH KEY OUT OF IGNITION.\r\nVEHICLE BATTERY CAN GO DEAD OVER NIGHT OR HAS BEEN FINE OVER LAST WEEKEND. TECH HAD TRIED A TIPM AND UNPLUGGING PCM IN THE PAST. \r\nTECH MIGHT TRY AND CHECK FRONT PDC WHERE FAN RELAYS ARE AND WIRING TO CHECK FOR A SHORT. ALSO IF CONCERN HAPPENS AGAIN AND MIGHT CHECK IF THERE BUS COMMUNICATION HAPPENING DURING BATTERY DRAIN. \r\nADVISED WILL REQUEST ZONE T/A ASSISTANCE. TA INSPECTED VEHICLE, FANS WERE NOT RUNNING. BASED ON TECH S PRIOR DIAGNOSTICS, SUGGESTED REPLACING LOW/HIGH FAN RELAY AND RETEST. RELAY INSTALLED WORKING AS DESIGNED AT THIS TIME

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011451631

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2EGXBN [REDACTED]	Report#: SSV011451631	Zone/Cd: 71-43064
Model Year: 2011	Open Date: 09/22/2011	Name: WINDWARD DODGE CHRYSLER JEEP
Make/Model: CHRYSLER	Mileage: 269	Address: 46-177 KAHUHIPA ST
200 TOURING CONVERTIBLE	Warr Built Dt: 04/05/2011	KANEOHE, HI 96744
JSCL27	Supplier RP:	Phone: 808 233-6000
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6080110782)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0881D1624)		
Plant: STERLING HEIGHTS ASSEMBLY PLANT		
MDH: 040523		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: STALLED AT A STOP, DID NOT RESTART RIGHT AWAY, WAITED 5 MINUTES THEN RESTARTED.

Service Action: DAN I DO NOT SEE WHERE WE HAVE PINPOINTED A DIE OUT ISSUE YET. BEST THING IS GET A DATA RECORDING OF THE ISSUE AND USE ONE OF THE PRE MADE EVENT DATA GRAPHS, AND SEND IT TO US. WE HAVE RESPONDED TO YOUR TICKET BUT HAVE NOT RECEIVED A REQUEST FOR ANY ADDITIONAL ASSISTANCE OR CLOSING. IF YOU NEED ADDITIONAL ASSISTANCE PLEASE PROVIDE A RESUBMISSION. IF YOU HAVE REPAIRED THE VEHICLE PLEASE CLOSE THE TICKET. \n\nTHANKS, CHRYSLER STAR CENTER. VEHICLE LEFT SHOP, COULD NOT DUPLICATE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011665204

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD2FG9BN [REDACTED]	Report#: SSV011665204	Zone/Cd: 66-45443
Model Year: 2011	Open Date: 09/16/2011	Name: US 1 CHRYSLER DODGE JEEP
Make/Model: DODGE	Mileage: 9319	Address: 2624 HAWKINS AVE
AVENGER LUX	Warr Built Dt: 01/03/2011	SANFORD, NC 273309633
JSDL41	Supplier RP:	Phone: 919 775-5588
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6316010297)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3370D2025)		
Plant: STERLING HEIGHTS ASSEMBLY PLANT		
MDH: 010306		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:ENGINE WILL STALL AT STOP LIGHTS

Service Action:WILLIAM , VERIFY THE CUSTOMERS CONCERN BEFORE ATTEMPTING TO REPAIR . ADVISE TECH TO MAKE SURE THE PCM IS CURRENTLY UP TO DATE . ADVISE TECH TO CHECK THE CHARCOAL CANISTER FOR SIGNS OF RAW FUEL . ADVISE TECH TO REVIEW STAR ONLINE CASE #S1118000007 . NO DUPLICATION OF CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: BN514804108A345

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG8BN [REDACTED]

Report#: BN514804108A345

Zone/Cd: ZZ-19028

Model Year: 2011

Open Date: 08/10/2011

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 7900

Address: 800 CHRYSLER DRIVE

200 LIMITED

Warr Built Dt: 12/09/2010

AUBURN HILLS, MI 48326-2757

JSCL41

Supplier RP:

Phone:

Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6320010078)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser

#:K3370D1552)

Plant: STERLING HEIGHTS ASSEMBLY PLANT

MDH: 120913

Service Narrative Information

Evaluator's Comment:345 The Driving Experience, Other driving experience. THE ENGINE STOPPED WHILE THE CAR IDLED AT A STOP LIGHT. THE CAR WAS LOW ON FUEL AT THE TIME, BUT THE LOW FUEL LIGHT HAD NOT COME ON YET. THE PROBLEM HAS ONLY OCCURRED ONCE.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011502146

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC8FG1BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200S
 JSCR41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6136110097)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1321D3424)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 052716

Report#: SSV011502146
Open Date: 07/26/2011
Mileage: 958
Warr Built Dt: 05/27/2011
Supplier RP:

Zone/Cd: 51-45322
Name: SOUTHTOWN CHRYSLER DODGE JEEP
Address: 2412 N JEFFERSON WAY
 INDIANOLA, IA 501259456
Phone: 515 961-8105

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: MIL LIGHT FLASHES AND RUNS ROUGH AT IDLE MIL WILL GO ON AND OFF USUALLY WENT OFF WHEN DRIVING HIGHWAY SPEED IT HAS STALLED ONCE BUT DID RESTART ARE WVE ONLY HAVING ISSUES WITH NUMBER 2 BANK OR IS IT BOTH BANKS WE ARE HAVING ISSUES WITH BANK 2 IS THE RIGHT SIDE

Service Action: MIL LIGHT FLASHES AND RUNS ROUGH AT IDLE MIL WILL GO ON AND OFF USUALLY WENT OFF WHEN DRIVING HIGHWAY SPEED IT HAS STALLED ONCE BUT DID RESTART DUPLICATED : YES - DRIVE VEHICLE REPAIRS AND TESTS PERFORMED : NONE AT THIS TIME 3RD STEOP SAYS TO TEAR DOWN FRONT OF ENGINE STOPPED THERE DTCS : P000C,P0300,P0019 TECHCONNECT SEARCH : P000C****ZACHARY FOR THE P000C WE ARE REPLACING BANK#2 INTAKE CAM PHASERS, FOR THE P0019 CODE WE ARE REPLACING THE BANK#2 INTAKE CAM ACTUATORS. ZACHARY WE HAVE SEEN ISSUES WITH BOTH BANKS BUT A CODE WILL SET ACCORDINGLY. BANK#2 IS THE FRONT BANK TOWARDS THE FRT OF THE CAR. REPLACED FRONT CAM PHAZERS AND ACTUATORS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011424120

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6026110125)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0211D1246)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 021621

Report#: SSV011424120
Open Date: 07/15/2011
Mileage: 3313
Warr Built Dt: 02/16/2011
Supplier RP:

Zone/Cd: 63-45503
Name: JOE USRY CHRYSLER JEEP DODGE
Address: 5395 I 55 N
 JACKSON, MS 392064144
Phone: 601 500-5555

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:PO340 INT. CODE

Service Action:WILLIAM S1118000011 VEHICLE STALL, STALLING, STALLS, HARD TO START OR MIL ILLUMINATION . REPLACE CAM PHASER FOR AFFECTED CYLINDER. WILLIAM THE P0340 FAULT SETS DUE TO A KNOWN ISSUE WITH THE PHASER, AT THIS TIME WE ARE REPLACING THE CAM PHASER FOR THE AFFECTED CAM. I WILL MAKE SURE THE PART GOT ORDERED. . TEST OF ESCALATION TO BC ORDERED EXHAUST PHASER, 0075** WILLIAM, IF THIS CONDITION IS RESOLVED, PLEASE ENTER A CLOSING COMMENT IN THE RESOLUTION BOX AND CLICK THE CONFIRMED BOX TO THE LEFT OF THE RESOLUTION BOX AND CLOSE OUT. IF YOU STILL NEED ASSISTANCE, PLEASE RESPOND. REAR CLY HEAD CAM PHASER EXHAUST SPROCKET

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011484342

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC4FG3BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LX
 JSCH41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6041111421)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0241D1621)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 022808

Report#: SSV011484342
Open Date: 07/01/2011
Mileage: 6030
Warr Built Dt: 02/28/2011
Supplier RP:

Zone/Cd: 71-52979
Name: HUNTER DODGE CHRYSLER JEEP
Address: 1130 AUTO MALL DR
 LANCASTER, CA 935343292
Phone: 661 948-8411

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE LOST POWER, FOUND CODE PO884

Service Action:RAUL IF A VEHICLE LOSES POWER TO THE PCM, THE VEHICLE WILL GO TO THE 2ND GEAR MODE SINCE THERE IS NO POWER AVAILABLE TO CONTROL THE TRANSMISSION SOLENOIDS. HOWEVER IF POWER IS RESTORED, THE PCM WILL POWER-UP AND NORMAL OPERATION WILL BE RESTORED. THIS DTC IDENTIFIES THAT POWER TO THE PCM WAS RESTORED WHEN THE GEAR SELECTOR WAS IN A \ DRIVE\ POSITION WHILE THE VEHICLE WAS MOVING AT SPEEDS ABOVE 32 KM/H (20 MPH). IF A CUSTOMER SHIFTS TO NEUTRAL AND CYCLES THE IGNITION KEY AND QUICKLY SHIFTS TO \ DRIVE\ WHILE MOVING BEFORE THE PCM COMES OUT OF ITS START ROUTINE, THE DTC CAN BE SET. THEREFORE IT IS CRITICAL THAT THIS DTC DIAGNOSIS REPAIR PROCEDURE SHOULD ONLY BE USED IF THE VEHICLE IS EXPERIENCING INTERMITTENT 2ND GEAR OPERATION AND SUBSEQUENTLY A RETURN TO NORMAL OPERATION DURING NORMAL DRIVING. THE TRANSMISSION WILL NOT BE PLACED IN LIMP-IN. THIS IS AN INFORMATIONAL DTC TO BE USED WHEN ATTEMPTING TO DIAGNOSE AN INTERMITTENT 2ND GEAR OPERATION AND SUBSEQUENT RETURN TO NORMAL TRANSMISSION

OPERATION.\nCHECK FOR INTERMITTENT POWER AND GROUND CIRCUITS, CHECK FOR LOOSE POOR CONNECTIONS, SPREAD, BACKED OUT TERMINALS, BAD GROUNDS.
NONE ADDITIONAL INFORMATION REQUIRED. RAUL WE NEED INFORMATION ON WHAT YOU DID TO RESOLVE THE CONCERN. THANKS. ADDITIONAL INFORMATION REQUIRED.
RAUL WE NEED INFORMATION ON WHAT YOU DID TO RESOLVE THE CONCERN. THANKS. NONE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011484341

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC4FG3BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LX
 JSCH41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6041111421)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0241D1621)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 022808

Report#: SSV011484341
Open Date: 06/28/2011
Mileage: 6030
Warr Built Dt: 02/28/2011
Supplier RP:

Zone/Cd: 71-52979
Name: HUNTER DODGE CHRYSLER JEEP
Address: 1130 AUTO MALL DR
 LANCASTER, CA 935343292
Phone: 661 948-8411

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE LOST POWER, FOUND CODE PO884

Service Action:RAUL IF A VEHICLE LOSES POWER TO THE PCM, THE VEHICLE WILL GO TO THE 2ND GEAR MODE SINCE THERE IS NO POWER AVAILABLE TO CONTROL THE TRANSMISSION SOLENOIDS. HOWEVER IF POWER IS RESTORED, THE PCM WILL POWER-UP AND NORMAL OPERATION WILL BE RESTORED. THIS DTC IDENTIFIES THAT POWER TO THE PCM WAS RESTORED WHEN THE GEAR SELECTOR WAS IN A \ DRIVE\ POSITION WHILE THE VEHICLE WAS MOVING AT SPEEDS ABOVE 32 KM/H (20 MPH). IF A CUSTOMER SHIFTS TO NEUTRAL AND CYCLES THE IGNITION KEY AND QUICKLY SHIFTS TO \ DRIVE\ WHILE MOVING BEFORE THE PCM COMES OUT OF ITS START ROUTINE, THE DTC CAN BE SET. THEREFORE IT IS CRITICAL THAT THIS DTC DIAGNOSIS REPAIR PROCEDURE SHOULD ONLY BE USED IF THE VEHICLE IS EXPERIENCING INTERMITTENT 2ND GEAR OPERATION AND SUBSEQUENTLY A RETURN TO NORMAL OPERATION DURING NORMAL DRIVING. THE TRANSMISSION WILL NOT BE PLACED IN LIMP-IN. THIS IS AN INFORMATIONAL DTC TO BE USED WHEN ATTEMPTING TO DIAGNOSE AN INTERMITTENT 2ND GEAR OPERATION AND SUBSEQUENT RETURN TO NORMAL TRANSMISSION

OPERATION.\nCHECK FOR INTERMITTENT POWER AND GROUND CIRCUITS, CHECK FOR LOOSE POOR CONNECTIONS, SPREAD, BACKED OUT TERMINALS, BAD GROUNDS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011393622

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD2FG9BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER LUX
 JSDL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6313010223)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3130D1582)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 120212

Report#: SSV011393622
Open Date: 06/20/2011
Mileage: 3118
Warr Built Dt: 12/02/2010
Supplier RP:

Zone/Cd: 74-45349
Name: COLORADO SPRINGS DODGE
Address: 7455 AUSTIN BLUFFS PKWY
 COLORADO SPRINGS, CO 809239272
Phone: 719 475-8550

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE KEEPS STALLING AND CHECK ENGINE LIGHT IS ON.

Service Action:DAVID,DAVID THE ONLY KNOWN WIRING ISSUE WAS THE STAR CASE YOU FOUND, YOU EITHER HAVE A INTERNALLY SHORTED 5 VOLT SUPPLIED SENSOR THAT IS CAUSING THE ISSUE INTERMITTENTLY, A HARNESS CHAF SOME PLACE ELSE OR A PCM ISSUE. \n\nIF YOU FIND NO OR SUSPECT NO OTHER HARNESS ISSUES, AND WIGGLE TESTING HARNESS DOES NOT CAUSE THE DIE OUT THEN REPLACE THE PCM. CHECKING ON THE STATUS OF THIS VEHICLE. HAVE YOU RESOLVED THE VEHICLES CONCERN IF SO, PLEASE TAKE A MOMENT TO GIVE A DETAILED EXPLANATION ON WHAT YOU DID TO CORRECT THE ISSUE AND CLOSE THE TICKET OUT. IF YOU ARE IN NEED OF FURTHER ASSISTANCE, PLEASE RESPOND AND WE WILL GLADLY HELP. OTHERWISE, THANK YOU FOR CONTACTING THE STAR CENTER. I REPLACED THE PCM. THE CAR HSA NOT BEEN BACK, SO IT LOOKS LIKE THE PCM WAS THE PROBLEM. SORRY FOR THE DELAY, I WANTED TO BE SURE. THANKS.\n\n\nSTAR: TECH REPLACED THE PCM TO CORRECT THE STALLING CONCERN.U0401 C121C P1518.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011427723

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG6BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6302010211)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3440D2039)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 122209

Report#: SSV011427723
Open Date: 06/16/2011
Mileage: 4976
Warr Built Dt: 12/22/2010
Supplier RP:

Zone/Cd: 70-24173
Name: DICK HANNAH CHRYSLER JEEP DODG
Address: 3517 NE AUTO MALL DR
 VANCOUVER, WA 986627199
Phone: 800 906-8309
 877 240-1867

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:ENGINE WILL HIC-UP AND DIE AFTER DRIVING 45 MIN.SHUT OFF RESTART WARM AND SHORT DRIVE DISTANCE OCCURS UNDER DECELERATION AT LOWER SPEED 25MPH.

SETS CODES P0335,P0108,P0339,C121C

Service Action:ROY,I WOULD AGREE,IF THE PCM HAS BEEN REPLACED AND SENSORS WERE ALSO REPLACED I WOULD SUSPECT WE EITHER HAVE A WIRING OR TERMINAL ISSUE,I WOULD SUGGEST REPLACING THE WIRING HARNESS AT THIS POINT. WIRING HARNESS\r\n\r\nSTAR: TECH REPLACED THE ENGINE WIRING HARNESS FOR P0335 P0108 P0339.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011390109

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1B3BD2FG2BN [REDACTED]</p> <p>Model Year: 2011</p> <p>Make/Model: DODGE AVENGER LUX JSDL41</p> <p>Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6312010292)</p> <p>Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3370D2065)</p> <p>Plant: STERLING HEIGHTS ASSEMBLY PLANT</p> <p>MDH: 122306</p>	<p>Report#: SSV011390109</p> <p>Open Date: 05/26/2011</p> <p>Mileage: 175</p> <p>Warr Built Dt: 12/23/2010</p> <p>Supplier RP:</p>	<p>Zone/Cd: 42-45476</p> <p>Name: SUBURBAN CHRYSLER JEEP DODGE O</p> <p>Address: 1790 MAPLELAWN DR TROY, MI 480844611</p> <p>Phone: 248 585-8800 248 519-9465</p>
--	---	---

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: WHEN TRANS IS PUT INTO DRIVE THE TORQUE CONVERTOR LOCKS AND STALLS THE ENGINE.

Service Action: STAR ADVISES TECH TO FIRST PERFORM A SHIFT LEVER TEST AND MAKE SURE IT PASSES. THEN START VEHICLE AND UNPLUG SOLENOID PACK CONNECTOR. PUT VEHICLE INTO DRIVE. DOES IT STILL STALL. IF NO THEN REPLACE VALVEBODY ASSEMBLY. IF IT STILL STALLS THEN REPLACE CONVERTER /FRT PUMP ASSEMBLY. ALSO IS FLUID CONDITION LOOK OK TCC SOLENIOD MOUNTING BOLT CROSS THREADED AND LOCKED UP APPROX. 5MM FROM MOUNTING SURFACE ALLOWING THE SOLENIOD TO WALK OUT OF ITS BORE JUST ENOUGH TO ALLOW LOCK UP PRESSURE TO SLIP BY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN56585603

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6067110631)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0801D1349)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 032414

Report#: BN56585603
Open Date: 11/03/2011
Mileage: 0
Warr Built Dt: 03/24/2011
Supplier RP:

Zone/Cd: 35-23304
Name: FARRISH CHRYSLER JEEP DODGE
Address: 9610 FAIRFAX BLVD
 FAIRFAX, VA 220312320
Phone: 703 273-0200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 00 (Detractor)

007. Negative experience / problems with CURRENT vehicle

011. Poor service experience

I brought the car in because my daughter's car was sending a light and it came to a complete stall. They were not able to do anything about it. When I went on-line this is apparently seems to be happening to other cars in that same 200-line cars that just came out. A brand-new car that stalled with no codes left it it and no reason for the car to stall out. So, there's obviously some issue. But, nobody wants to take responsibility. So, the answer would be not at all. This dealership does not have...They don't have any transportation. They don't have...My daughter is unfortunately too young to be able to get a rental from them or a loaner car, as she is under 25. But, they're just...It's about as user-unfriendly as possible. If there's any other, like a recall or

something like that, I will find another dealership to deal with.

Q2. Please rate your satisfaction with your 200 LIMITED on a scale of 0 to 10.

Score: 00 (Detractor)

E20. Engine Runs, Then Dies/Stalls

I brought the car in because my daughter's car was sending a light and it came to a complete stall. They were not able to do anything about it. When I went on-line this is apparently seems to be happening to other cars in that same 200-line cars that just came out. A brand-new car that stalled with no codes left it it and no reason for the car to stall out. So, there's obviously some issue. But, nobody wants to take responsibility. So, the answer would be not at all. This dealership does not have...They don't have any transportation. They don't have...My daughter is unfortunately too young to be able to get a rental from them or a loaner car, as she is under 25. But, they're just...It's about as user-unfriendly as possible. If there's any other, like a recall or something like that, I will find another dealership to deal with.

Q3. Please rate your satisfaction with your experience at FARRISH CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 00 (Detractor)

025. Could not duplicate problem / condition

021. No alternate transportation

I brought the car in because my daughter's car was sending a light and it came to a complete stall. They were not able to do anything about it. When I went on-line this is apparently seems to be happening to other cars in that same 200-line cars that just came out. A brand-new car that stalled with no codes left it it and no reason for the car to stall out. So, there's obviously some issue. But, nobody wants to take responsibility. So, the answer would be not at all. This dealership does not have...They don't have any transportation. They don't have...My daughter is unfortunately too young to be able to get a rental from them or a loaner car, as she is under 25. But, they're just...It's about as user-unfriendly as possible. If there's any other, like a recall or something like that, I will find another dealership to deal with.

Q14. Do you want someone from Chrysler LLC to contact you?

01 - Yes

002. Dealer

SURVEY COMPLETED 2011-11-04 18:41:21, CUSTOMER ID:713708496, RO:00312428, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN51315804

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1B3BD1FG3BN [REDACTED]</p> <p>Model Year: 2011</p> <p>Make/Model: DODGE AVENGER SXT JSDE41</p> <p>Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6313010445)</p> <p>Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3370D2517)</p> <p>Plant: STERLING HEIGHTS ASSEMBLY PLANT</p> <p>MDH: 122110</p>	<p>Report#: BN51315804</p> <p>Open Date: 11/04/2011</p> <p>Mileage: 0</p> <p>Warr Built Dt: 12/21/2010</p> <p>Supplier RP:</p>	<p>Zone/Cd: 35-43272</p> <p>Name: DODGE CHRYSLER JEEP CITY</p> <p>Address: 4395 ROUTE 130 S BURLINGTON, NJ 080162249</p> <p>Phone: 609 871-2800</p>
--	---	---

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05149167AD	SENSOR -CRANKSHAFT POSITION	1	7.52	X	01/01/0001
5149167AD	SENSOR -CRANKSHAFT POSITION	1	7.52		

Labor Information

LOP	LOP Description	Cost	Fail Cd
-----	-----------------	------	---------

** No Labor Information Available

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend DODGE to a friend or colleague?

Score: 05 (Detractor)

007. Negative experience / problems with CURRENT vehicle

011. Poor service experience

003. Concerns about reliability / dependability

It's been there three different times. The car we traded in to get the Avenger was the Chrysler 300 which we never had any problems whatsoever for the entire time we leased it. The Avenger that we got ran pretty well. We got it in April then in the beginning of November it started bucking and such. Since then we've had it back three times and they think they finally fixed it.

They said it was a sensor which they thought the last time. They replaced the sensor they got a defective sensor so now we're hoping this one is not defective. They couldn't even tell us what was wrong with the car. None of the lights were on in the car. Now with all the electronic stuff they hook it up to the computer. Well the computer doesn't show anything wrong with the car. So you take it home and if it happens again you bring it in. Except the next time it happened after that visit we were driving over a bridge and it started to buck. It stalled out on us. We were driving down and the car was stopping and starting. The lights on the dashboard were going on. We're not happy with it at the moment.

Q2. Please rate your satisfaction with your AVENGER SXT on a scale of 0 to 10.

Score: 08 (Neutral)

Q3. Please rate your satisfaction with your experience at DODGE CHRYSLER JEEP CITY on a scale of 0 to 10.

Score: 09 (Promoter)

Q14. Do you want someone from Chrysler LLC to contact you?

01 - Yes

002. Dealer

SURVEY COMPLETED 2011-11-05 14:47:29, CUSTOMER ID:709646751, RO:00360965, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN58098609

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG4BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6111110659)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0601D2387)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 050406

Report#: BN58098609
Open Date: 10/26/2011
Mileage: 0
Warr Built Dt: 05/04/2011
Supplier RP:

Zone/Cd: 70-43389
Name: EARNHARDT CHRYSLER JEEP DODGE
Address: 1301 NORTH ARIZONA AVENUE
 GILBERT, AZ 85233
Phone: 480 926-4000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 04 (Detractor)

007. Negative experience / problems with CURRENT vehicle

My Dodge Avenger had shifter problems leaving me unable to get out of park twice. I bought the 200 and just had it stall in traffic for no apparent reason. I don't like not being able to trust my vehicle to operate correctly when they are new. I'm second-guessing my choice of another Chrysler/Dodge vehicle.

Q2. Please rate your satisfaction with your 200 TOURING on a scale of 0 to 10.

Score: 05 (Detractor)

E20. Engine Runs, Then Dies/Stalls

Same reason as previous. I like the vehicle overall, but with the stall problem I had, I'm not so happy with it.

Q3. Please rate your satisfaction with your experience at EARNHARDT CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 07 (Neutral)

SURVEY COMPLETED 2011-10-26 22:20:27, CUSTOMER ID:705974788, RO:00068102, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN55013704

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6101110312)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0971D3435)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 041818

Report#: BN55013704
Open Date: 10/07/2011
Mileage: 0
Warr Built Dt: 04/18/2011
Supplier RP:

Zone/Cd: 66-45168
Name: MCKENNEY DODGE CHRYSLER JEEP
Address: 2339 EAST FRANKLIN BLVD
 GASTONIA, NC 28054
Phone: 704 864-7786

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 05 (Detractor)

992. Safety/Legal

007. Negative experience / problems with CURRENT vehicle

011. Poor service experience

Right now my car is still in the shop. I took the car in on Wednesday and they tried to repair it. They told me it was fixed, I went to work, got out from work and the car was still doing the same work. I took it back on Thursday... Then it wasn't working so I had to take it back on Wednesday. It's still not working. They gave me a rental to keep for right now. They did call me back and they said the parts will maybe be in by Monday or later on today. They didn't really give me a time when my car was going to be available. I was a little bit upset because a brand new car

didn't have any miles on it and I am having the problems that I am having.

Q2. Please rate your satisfaction with your 200 TOURING on a scale of 0 to 10.

Score: 04 (Detractor)

E20. Engine Runs, Then Dies/Stalls

It can potentially get someone killed when a car just cuts off in the middle of a highway. When you come to a stop and you think a car is in drive, it is in drive, but it just goes dead on you. I've experienced three times in one evening trying to get home. It just keeps cutting off on me and I didn't realize it would cut off because it runs so light where you can't hear. Everything on the dashboard would just be dead. I was just every aggravated. Not long after I got the car, they were like well maybe it's just something.

Q3. Please rate your satisfaction with your experience at MCKENNEY DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 05 (Detractor)

994. I'm satisfied

The dealership itself was doing what they could to take care of the situation with the car. He did all he could to find me a rental car or something to drive so I can get back to work. They weren't rude and not delivering customer service. It's just me having to not me comfortable with having to drive something that I don't like to drive.

Q14. Do you want someone from Chrysler LLC to contact you?

01 - Yes

001. Legal

SURVEY COMPLETED 2011-10-07 18:55:39, CUSTOMER ID:712132960, RO:00088336, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BN50435704

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG3BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6341010353)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0061D2110)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 011312

Report#: BN50435704
Open Date: 07/12/2011
Mileage: 0
Warr Built Dt: 01/13/2011
Supplier RP:

Zone/Cd: 74-24294
Name: DAVIS-MOORE AUTOMOTIVE INC
Address: 6215 E KELLOGG DR
 WICHITA, KS 672181746
Phone: 316 618-2000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 10 (Promoter)

Q2. Please rate your satisfaction with your 200 LIMITED on a scale of 0 to 10.

Score: 06 (Detractor)

E34. Battery Failed

E20. Engine Runs, Then Dies/Stalls

P25. Unspecified performance of vehicle

First time when I drove my car a fuse came out of it, and it stalled. I had to take it to go get it fixed. Then the second time, according to Chrysler over there, it happened it was referring to the battery. I had two incidents already on my car. If it wasn't for that, I'm really happy with it. I Love it. I love the car, but that's what happened to me twice. The second time I was out of town. I was in Wichita the first time. It didn't go forward or backwards. It just stalled on me. It just didn't go forward. It stalled on me. Then I turned it off and waited a little bit. It went forward. I went to the dealership where I bought it there in Wichita, Kansas Davis Moore. That's where I bought it at. This is where I buy all my cars. Then they fixed it. They said that it was fuse. They loaned me a car and all this and that. Then that happened. Almost two weeks after that, then I went to Kansas City. I had to go take some students to the airport. On the way back I had to stop at this service place to go use the restroom. Then when I came out the car didn't start. IT was just dead. Then I had to call the 24-hour toll service. I waited. Then finally one of my friends was coming from Kansas City, Missouri to Wichita, Kansas. He said, 'What are you doing here?' I said, I've been waiting for I don't know how long. I've been waiting here for about eight hours. I kept calling. I called them three times already. They said they're on the way. Nothing. We went over there. He says, 'Let's try to see if we can jump it.' Then the funniest thing about it, the radio worked. The lights were bright. That's what he said. He jumped it. I just took it on. He said, 'I'll follow you all the way home. Then I'll just continue on to Wichita.' I did. He followed me all the way home. It ran good all the way. I got to my house. Then the next day I had to jump it. I had my girlfriend help me jump it. Then that's how it got started. Then I took it on to Wichita that day, which it was on a Saturday because this incident happened on a Friday. Then I left it there. Then they told me that it was something referring to a battery, so they had to order a part from Detroit. I got it back. Other than that, so far it runs good. I'm real pleased with it other than those two incidents. I'm happy with it.

Q3. Please rate your satisfaction with your experience at DAVIS-MOORE AUTOMOTIVE INC on a scale of 0 to 10.

Score: 10 (Promoter)

Q14. Do you want someone from Chrysler LLC to contact you?

01 - Yes

003. Non-Legal/Non-Dealer

SURVEY COMPLETED 2011-07-12 19:19:58, CUSTOMER ID:083429078, RO:00426650, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011387095

Vehicle Information

VIN: 1B3BD1FG9BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
AVENGER SXT
JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6316010298)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K3130D2504)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 120307

Repair Information

Report#: SSV011387095
Open Date: 05/19/2011
Mileage: 90
Warr Built Dt: 12/03/2010
Supplier RP:

Dealer Information

Zone/Cd: 51-63238
Name: DELZELL BROTHERS INC
Address: 13409 STATE HIGHWAY 78
WAPELLO, IA 526531548
Phone: 319 868-7563
319 868-7564

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:CUSTOMER COMPLAINING OF A DIE OUT AT STOPS. TECH STATES THAT HE IS CALLING TO ORDER A CRANK SENSOR. TECH STATES THAT THE DATE CODE ON THE CRANK SENSOR IS 10303.

Service Action:ADVISED TECH THAT I WILL FORWARD THE CASE TO FFB FOR REVIEW AND OR PARTS ORDERING. ORDERED CKP SENSOR. 0782**\r\nFASTRACK REQUEST NUMBER: 33402

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011379591

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG9BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6351010626)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3380D2394)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 010612

Report#: SSV011379591
Open Date: 05/13/2011
Mileage: 1790
Warr Built Dt: 01/06/2011
Supplier RP:

Zone/Cd: 35-23304
Name: FARRISH CHRYSLER JEEP DODGE
Address: 9610 FAIRFAX BLVD
 FAIRFAX, VA 220312320
Phone: 703 273-0200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: M CHECK ENGINE LIGHT AND ESP LIGHT ON

Service Action: \ NEED TO LOOK AT CKP DATE CODES. THERE WAS A BATCH OF DEFECTIVE SENSORS WITH DATE CODES 8/13, 8/14, AND 8/18/2010 THAT ENDED UP GETTING SHIPPED TO ENGINE PLANTS. CLEAN DATE ON SENSORS STAMP#10336. SENSORS WITH DATE CODE PRIOR TO 10336 ARE SUSPECT AND SHOULD BE REPLACED. CHECK PCM- C2 CONNECTOR PIN #88 FOR LOOSE CONNECTION. TRY MANIPULATING SENSOR GROUND WIRE AT PCM- C2 CONNECTOR PIN 38 -TERMINAL 1-CRANK SENSOR CIRCUIT (K925 DB/GY 20) TO SEE IF THE ENGINE WOULD DIE OUT. POSSIBLE CKP CONNECTOR TERMINAL ISSUES. SQUEEZE TERMINAL DOWN TO GET A BETTER DRAG CONTACT. OVERLAY THE 3 CKP CIRCUITS BETWEEN THE SENSOR AND PCM. THE SEPARATE TERMINALS WITH IN PCM 2 WAS ISSUES AT SHAP FROM 12/14/2010 TO 1/7/2011. THE CLEAN POINT 1/7/2011 ON THE ISSUE WITH THE SEPARATED TERMINALS ON THE PCM CONNECTOR. KNOWN ISSUE \u0096 ALL APPLICATIONS (WK, WD, JS, JC, RT):\r\n\u00B7 FAULTY CRANK SENSOR \u0096 SENSORS WITH DATE CODE PRIOR TO 10336 ARE SUSPECT AND SHOULD BE REPLACED KNOWN ISSUE \u0096 JS ONLY:WIGGLE HARNESS NEAR THE PCM C2

CONNECTOR TO SEE IF THE ENGINE DIES OUT,IT IT DOES, REPLACE HARNESS. CHECK FOR CHAFING OF THE ENGINE HARNESS AT THE TRANS MOUNT.\r\n\r\n\u00B7 SPREAD
TERMINALS IN PCM C2 (BROWN) ENGINE HARNESS CONNECTOR FOR CRANK SENSOR CIRCUITS \u0096 VEHICLES BUILT BEFORE 1/8/11 CLEAN POINT MAY HAVE THIS
ISSUE:\r\n\r\nO PIN 88 (K925 DB/CY 20) \u0096 SENSOR RETURN (GROUND)\r\n\r\nO PIN 86(K24 BR/DB 20) \u0096 SENSOR SIGNAL\r\n\r\nO PIN 67 (F855 RD/YL 20) \u0096 5V SU

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011361578

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG1BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6320010153)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
 #:K3260D2232)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 120912

Report#: SSV011361578
Open Date: 05/04/2011
Mileage: 947
Warr Built Dt: 12/09/2010
Supplier RP:

Zone/Cd: 66-44393
Name: ADVANTAGE CHRYSLER DODGE JEEP
Address: 18311 US HWY 441
 MT DORA, FL 32757
Phone: 352 735-3777

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: P0339 PCM C2 CONNECTOR, PK/YL, DB/GY, & BR/BL WIRES HAVE BEEN REPAIRED BEFORE NO HISTORY ON ANY REPAIRS. IM GOING TO RE-REPAIR THIS WIRES, AND RECHECK. I REPAIRED ALL THREE WIRES, SQUEEZED TERMINALS. STILL FAILS WIGGLE TEST. I ORDERED NEW ENGINE HARNESS.

Service Action: KEN, STAR WILL NEED THE DATE CODE OFF OF THE OLD SENSOR, MAKE SURE THE PCM IS UP TO DATE. RUN THE PUBLISHED DIAGNOSTICS FOR P0108. CHECK PCM- C2 CONNECTOR PIN #88 FOR LOOSE CONNECTION. TRY MANIPULATING SENSOR GROUND WIRE AT PCM- C2 CONNECTOR PIN 38 - TERMINAL 1 - CRANK SENSOR CIRCUIT (K925 DB/GY 20) TO SEE IF THE ENGINE WOULD DIE OUT. POSSIBLE CKP CONNECTOR TERMINAL ISSUES. SQUEEZE TERMINAL DOWN TO GET A BETTER DRAG CONTACT. LOAD TEST THE CKP CIRCUITS, ALSO CHECK THE PCM HARNESS THAT RUNS NEAR THE TRANS MOUNT FOR RUBS/CHAFFS. WIGGLE TEST THE PCM C2 CONNECTOR AND HARNESS. KEN, THANKS FOR THE UPDATE. KEN, THANKS FOR THE UPDATE, CLOSE THE CASE OUT WHEN THE VEHICLE IS REPAIRED, THANKS. ENGINE HARNESS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011333782

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG4BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6320010013)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3370D1615)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 121410

Report#: SSV011333782
Open Date: 04/28/2011
Mileage: 3536
Warr Built Dt: 12/14/2010
Supplier RP:

Zone/Cd: 66-60454
Name: GRINDSTAFF CHRYSLER DODGE JEEP
Address: 2226 W ELK AVE
 ELIZABETHTON, TN 376433714
Phone: 423 542-2187

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A MIL ON AND A DIE OUT. TECH STATES THAT THE CRANK SENSOR HAS BEEN REPLACED AT A DIFFERENT DEALER. TECH STATES THAT THE CRANK SENSOR INSTALLED STILL HAS A DATE CODE (10229) LOWER THAN THE ONE STATED IN THE TECH TIP. TECH CALLING TO GET A CRANK SENSOR ORDERED.

Service Action: ADVISED TECH THAT I WILL FORWARD THE CASE TO THE FAST FEEDBACK GROUP FOR REVIEW AND OR PARTS ORDERING. WIGGLE HARNESS NEAR THE PCM C2 CONNECTOR TO SEE IF THE ENGINE DIES OUT, IT IT DOES, REPLACE HARNESS. CHECK FOR CHAFING OF THE ENGINE HARNESS AT THE TRANS MOUNT.
 \u00B7 SPREAD TERMINALS IN PCM C2 (BROWN) ENGINE HARNESS CONNECTOR FOR CRANK SENSOR CIRCUITS \u0096 VEHICLES BUILT BEFORE 1/8/11 CLEAN POINT MAY HAVE THIS ISSUE:
 \r\nO PIN 88 (K925 DB/CY 20) \u0096 SENSOR RETURN (GROUND)
 \r\nO PIN 86(K24 BR/DB 20) \u0096 SENSOR SIGNAL
 \r\nO PIN 67 (F855 RD/YL 20) \u0096 5V SUPPLY
 \r\nORDERED CKP SENSOR. ORDER NUMBER 2918** AREA MANAGER CALLED REQUESTING INFO ON STAR PART ORDER. EMAILED HIM INFO. PART INSTALLED. REPLACED PART HAD A BUILD DATE THE SAME AS THE ORIGINAL ONE - IN THE SUSPECT BUILD TIME. VEHICLE RETURNED TO THE CUSTOMER. TECH STATES THAT HE

SWAPPED A CRANK SENSOR IN OFF OF A KNOWN GOOD VEHICLE AND FIXED THIS VEHICLE. TECH STATES THAT HE HAS A VEHICLE IN THE LOT WITHOUT A CRANK SENSOR NOW AND NEEDS ANOTHER SENSOR ORDERED. ADVISED TECH THAT I WILL FORWARD THE CASE FOR PARTS ORDERING. STAR ORDERED CRANK SENSOR PN#05149167AD - ORDER NUMBER : 2918**SENSOR ON B/O DEALER TO PLACE ON VOR TO EXPEDITE SHIPPING. FASTRACK REQUEST FOR SECOND CRANK SENSOR-REQUEST NUMBER: 33047

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011337127

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG8BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6316010374)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3270D2407)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 121606

Report#: SSV011337127
Open Date: 04/26/2011
Mileage: 2411
Warr Built Dt: 12/16/2010
Supplier RP:

Zone/Cd: 63-45083
Name: MAC HAIK DODGE CHRYSLER JEEP
Address: 3207 SOUTH GENERAL BRUCE DRIVE
 TEMPLE, TX 76504
Phone: 254 773-4556

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: MOTOR SHUTTING DOWN LIKE FLOODING THEN WILL NOT START AND WARNING LIGHTS ON WAS ONLY REFERENCE I HAD COULD NOT DUPLICATE AND NO OTHER CODES OR DRIVABILITY ISSUES NOTED DURING ROAD TEST IN ATTEMPT TO DUPLICATE CONCERN CLEARED CODE AND RETURN VEHICLE TO CUSTOMER

Service Action: ROBERT THAT DTC IS NOT THE CAUSE OF THE ISSUE, DOES THIS VEHICLE STALL WHEN DRIVING OR WHEN COMING TO A STOP IF IT STALLS WHEN COMING TO A STOP THEN POSSIBLE TCC STUCK ON, CHECK VB VALVES FOR STICKING, IF NO PROBLEM FOUND PULL TRANS AND PUMP AND CHECK INPUT SHAFT SEAL RINGS FOR LEAKING, CHECK STATOR BUSHING FOR WORN CONDITION. REPLACE CONVERTER AND FLUSH COOLER, CHECK FLOW. IF THIS STALLS WHEN DRIVING, YOUR BACK TO ENGINE PERFORMANCE AND ENGINE RELATED CONCERNS, NOT TCC OR TRANS RELATED. OK ROBERT YOU WILL NEED TO KEEP THIS CASE UPDATED EVERY COUPLE DAYS OR CLOSE IT OUT AS \ UNABLE TO DUPLICATE, NO REPAIRS ATTEMPTED\ AND OPEN A NEW ONE IF THE VEHICLE COMES BACK IN. HAS NOT RETURNED FOR THIS CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011314500

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG8BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6301010259)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3270D2365)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 121610

Report#: SSV011314500
Open Date: 04/20/2011
Mileage: 10
Warr Built Dt: 12/16/2010
Supplier RP:

Zone/Cd: 71-45511
Name: CALIFORNIA SUPERSTORES VALENCI
Address: 23820 CREEKSIDE RD
 VALENCIA, CA 913551719
Phone: 661 259-8770

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: MIL ON, VEHICLE STALLS ALRIGHT I DISASSEMBLED C2 CONNECTOR, PINS 38, 67, 86 AND 88 ARE OK. REASSEMBLED AND WIGGLED CONNECTOR AND HARNESS, DOESN T DIE OUT. INSPECTED HARNESS, NO RUBBING OR CHAFING. WILL DO, THANKS FOR YOUR HELP.

Service Action: CALEB, I HAVE TURNED THE CASE OVER FOR PART ORDERING TO OUR FFB GROUP. CHECK PCM- C2 CONNECTOR PIN #88 FOR LOOSE CONNECTION.TRY MANIPULATING SENSOR GROUND WIRE AT PCM- C2 CONNECTOR PIN 38 -TERMINAL 1-CRANK SENSOR CIRCUI (K925 DB/GY 20) TO SEE IF THE ENGINE WOULD DIE OUT. POSSIBLE CKP CONNECTOR TERMINAL ISSUES. SQUEEZE TERMINAL DOWN TO GET A BETTER DRAG CONTACT. \r\nWIGGLE HARNESS NEAR THE PCM C2 CONNECTOR TO SEE IF THE ENGINE DIES OUT,IT IT DOES, REPLACE HARNESS. CHECK FOR CHAFING OF THE ENGINE HARNESS AT THE TRANS MOUNT.\r\n\u00B7 SPREAD TERMINALS IN PCM C2 (BROWN) ENGINE HARNESS CONNECTOR FOR CRANK SENSOR CIRCUITS \u0096 VEHICLES BUILT BEFORE 1/8/11 CLEAN POINT MAY HAVE THIS ISSUE:\r\nO PIN 88 (K925 DB/CY 20) \u0096 SENSOR RETURN (GROUND)\r\nO PIN 86(K24 BR/DB 20) \u0096 SENSOR SIGNAL\r\nO PIN 67 (F855 RD/YL 20) \u0096 5V SUPPLY \r\n\r\nIF NOTHING HAPPENS, ADVISE

AND WILL THEN SEND OUT A SENSOR. ORDERED CKP SENSOR AND SUBMITTED FASTRACK TO GET SENSOR BACK AS SOON AS YOU REPLACE IT.\nORDER #0949** SENSOR B/O OUT OF LA, HAVE YOU PARTS GUYS PUT THE SENSOR ORDER ON VOR.\nFASTRACK REQUEST NUMBER:32596 CALEB, THE CRANK SENSOR IS ON ORDER, NO NEED FOR AUTHORIZATION TO REPLACE THE SENSOR. REPLACING CPK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: BN539349104A121

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG3BN [REDACTED]

Report#: BN539349104A121

Zone/Cd: ZZ-19028

Model Year: 2011

Open Date: 04/19/2011

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 2400

Address: 800 CHRYSLER DRIVE

200 LIMITED

Warr Built Dt: 02/09/2011

AUBURN HILLS, MI 48326-2757

JSCL41

Supplier RP:

Phone:

Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6031110273)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser

#:K0131D1594)

Plant: STERLING HEIGHTS ASSEMBLY PLANT

MDH: 020912

Service Narrative Information

Evaluator's Comment: 121 Engine/Transmission, Engine runs, then dies/stalls-1st Start of Day-Other Times-Stop/Go Driving-Stea. THE ENGINE STALLED 2 TIMES WITHIN ONE DAY. BOTH TIMES, THE VEHICLE CAME TO A STOP AT A RED LIGHT, THEN STALLED. BOTH TIMES THE VEHICLE STARTED UP IMMEDIATELY AFTER.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011313943

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6316010323)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3270D2424)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 121513

Report#: SSV011313943
Open Date: 04/14/2011
Mileage: 2911
Warr Built Dt: 12/15/2010
Supplier RP:

Zone/Cd: 51-42977
Name: WILDE CHRYSLER JEEP DODGE
Address: 1710 HIGHWAY 164 S
 WAUKESHA, WI 531863937
Phone: 800 903-2434
 262 544-5400

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: OWNER STATES STARTS STALLS NO RUN-CHECK ENGINE LIGHT ON HI, I CHECK CKP WITH LAB SCOPE AND DIDNT MISS A BEAT, NOTE ENGINE NOT STALL ING NOW. CHECK C2 CONNECTOR ON PCM PIN 86 AND 88, BOTH O.K. LOAD TEST ALL 3 WIRES K925,K24 AND F855 ALL BRIGHT LIGHT. WIRING HARNESS NEAR TRANS MOUNT HAS NO RUBS OR CHAFS, HAS CABLE TIE HOLDING IT NOT EVEN CLOSE TO TRANS MOUNT. DATE CODE FROM OLD SENSOR IS 10303. THANKS FOR THE HELP.

Service Action: JOSEPH, MONITOR THE CKP SIGNAL USING LAB SCOPE AT THE PCM, MANIPULATE THE PCM HARNESS NEAR THE C2 CONNECTOR AND INSPECT THE TERMINAL PINS FOR CKP CIRCUITS FOR SPREAD, LOOSE TERMINALS, STAR HAS SEEN HARNESS ISSUES, ALSO CHECK THE HARNESS NEAR THE TRANS MOUNT FOR RUBS/CHAFS. PIN 88 (K925 DB/CY 20) \u0096 SENSOR RETURN (GROUND)\r\n PIN 86(K24 BR/DB 20) \u0096 SENSOR SIGNAL\r\n PIN 67 (F855 RD/YL 20) \u0096 5V SUPPLY.\r\n LOAD TEST ALL 3 CKP CIRCUITS USING A TAIL LAMP/HEADLAMP BULB. IF YOU FIND NO TERMINAL ISSUES WITH THE C2 CONNECTOR TERMINAL PINS, WIRES LOAD TEST O.K. NO RUBS OR CHAFS NEAR TRANS MOUNT THEN SEND THE DATE CODE FROM THE OLD SENSOR AND WE WILL SEND YOU CKP SENSOR. JOSEPH, I WILL FORWARD THE CASE OVER TO OUR FAST FEEDBACK

GROUP FOR THE CKP SENSOR.NO NEED TO RESUBMIT THE TICKET,THE PART WILL BE SENT OUT TO YOU.THANKS. ORDERED CKP SENSOR, B/O OUT OF CHI. ORDER #0012**.

HAVE YOUR PARTS GUYS PUT THE ORDER UNDER VOR TO GET THE SENSOR QUICKER.\n\nFASTRACK REQUEST NUMBER FOR CKP SENSOR:32589 CKP SENSOR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011323680

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FG6BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6301010347)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3370D2399)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 122012

Report#: SSV011323680
Open Date: 04/08/2011
Mileage: 436
Warr Built Dt: 12/20/2010
Supplier RP:

Zone/Cd: 63-26756
Name: FINNEGAN CHRYSLER JEEP DODGE
Address: 26433 SOUTHWEST FREEWAY
 ROSENBERG, TX 77471
Phone: 281 342-9318

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:ENGINE STALL, FUSE 33 BLOWN STAR CENTER. I INSPECT AND DID NOT SEE ANYTHING, SO I REMOVED THE LOOM THAT COVERS THAT AREA AND REINSPECTED EACH WIRE ONE BY ONE!!! YES I FOUND A BROWN WIRE WITH WHITE TRACER HAD RUBBED THROUGH. THANK YOU SO MUCH!!!!!!!

Service Action:WINDSOR,\r\n\r\nI WANT YOU TO INSPECT THE WIRING HARNESS NEAR THE TRANSMISSION MOUNT ROUGLY 4-12 INCHES WAY FROM THE PCM FOR A POSSIBLE RUB THROUGH. OTHER THAN THAT I AM NOT AWARE OF ANY WIRING ISSUES. I WANT YOU TO CHECK FOR A SHORT TO GROUND ON THE CIRCUIT THAT THE FUSE 33 FEEDS IF NO ISSUES ARE FOUND AT THE TRANSMISSION MOUNT.\r\nTHANK YOU,\r\nMARTIN WINDSOR,\r\n\r\nI AM GLAD THAT I WAS ABLE TO HELP. ONCE THE VEHICLE IS FIXED FEEL FREE TO CLOSE THIS TICKET ON YOUR END SO THAT WE CAN CLOSE IT ON OUR END. \r\nTHANK YOU,\r\nMARTIN WIRING HARNESS REPAIR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Fast Feedback Report#: BN539350104G121

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC7EG1BN [REDACTED]

Report#: BN539350104G121

Zone/Cd: ZZ-19028

Model Year: 2011

Open Date: 04/04/2011

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 856

Address: 800 CHRYSLER DRIVE

200 LIMITED CONVERTIBLE

Warr Built Dt: 03/02/2011

AUBURN HILLS, MI 48326-2757

JSCX27

Supplier RP:

Phone:

Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6017110269)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser

#:K0221D1577)

Plant: STERLING HEIGHTS ASSEMBLY PLANT

MDH: 030201

Service Narrative Information

Evaluator's Comment: 121 Engine/Transmission, Engine runs, then dies/stalls-1st Start of Day-Other Times-Stop/Go Driving-Stea. 336-ENGINE STARTED IN THE MORNING, RAN FOR 2-3 SECONDS THEN SHUT OFF. DRIVER STARTED ENGINE TWO ADDITIONAL TIMES WITH THE SAME RESULT. KEY WAS THEN REMOVED FROM IGNITION, DOORS LOCKED AND UNLOCKED VIA KEY FOB. VEHICLE THEN STARTED REMOTELY WITH KEY FOB. ENGINE STARTED AND CONTINUED TO RUN. KEY WAS PLACE INTO THE IGNITION AND TURNED TO THE RUN POSITION WITHOUT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011241443

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG2BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6307010581)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3260D1039)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 121413

Report#: SSV011241443
Open Date: 03/22/2011
Mileage: 418
Warr Built Dt: 12/14/2010
Supplier RP:

Zone/Cd: 71-60435
Name: PUTNAM CHRYSLER JEEP DODGE
Address: 3 CALIFORNIA DR
 BURLINGAME, CA 940104410
Phone: 650 347-4800
 650 558-5660

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: CK ENGINE LAMP ON STALLS WHILE DRIVING/P0335,P0339,P0300 STORED SPOKE TO KELLY, REMOVED AND SEPERATED C2 CONNECTOR AND INSPECTED PINS 88,87, & 86 FOR SEPARATION OR DAMAGE OK. LOADED PIN 88 TO PIN 1 & PIN 86 TO PIN 2 AT CRANK SENSOR CONNECTOR LAMP BRIGHT. WAITING FOR SENSOR. THANK YOU. INSTALLED CRANK SENSOR THIS MORNING CONDITION WORSE. WOULD NOT MAKE IT OUT OF DRIVEWAY. CUT WIRE PIN 1 AT CRANK SENSOR AND 88, PIN 2 AT CRANK SENSOR AND PIN 86 AT C2 HARDWIRED, AND ROADTESTED 10 MILES 35-40 MINUTES NO CODES RETURN. WILL ROADTEST AGAIN LATER IN THE DAY AND RELEASE. THANKS HELLO, I HARDWIRED ABOUT 2\ FROM C2 AND CRANK SENSOR W/OUT REPLACING PINS,CHECKED WITH PARTS ON PINS FOR C2 CONNECTOR NOT AVAILABLE, SHOULD I JUST ORDER HARNESS AND REPLACE W/PCM. ALSO HOW CAN I CHECK CORRECT TIGHTNESS OF PINS WITHOUT REMOVING EACH FROM CONNECTOR AND CHECKING WITH PCM PINS I DID ROADTEST VEHICLE FOR ANOTHER 17 MILE WITHOUT ANY STALL OUT OR RETURN OF MIL. THANKS

Service Action: GEORGE, I WANT YOU TO LAB SCOPE THE CRANK SENSOR AT THE PCM AND SEE IF THERE ARE ANY SIGNAL ISSUES. IF NO ISSUES ARE FOUND I WANT YOU TO

REPLACE THE CRANK SENSOR AND RE-EVALUATE. GEORGE, NEED TO HAVE YOU RUN NEW CIRCUITS FOR THE CKP SIGNAL, V-REF AND GROUND. THERE MAY BE A CIRCUIT ISSUE. TRY SWAPPING IN A KNOW GOOD SENSOR BEFORE DOING WIRING TEST. PLEASE ADVISE OF RESULTS. ORDERED A CKP SENSOR PER ENGINEERING. OUT OF NAT. ORDER NUMBER 0218** \r\nFASTRACK REQUEST NUMBER:31956 PLEASE ADVISE OF RESULTS AFTER INSTALLING NEW CKP SENSOR GEORGE, WHEN YOU HARDWIRED THE CIRCUITS, DID YOU USE THE EXISTING TERMINALS MAY STILL HAVE A CONNECTIVITY ISSUE WITH THE ORIGINAL TERMINALS. IF YOU CAN GET NEW TERMINALS, I WOULD SUGGEST DOING THAT, OR ORDER AN ENGINE HARNESS IF THE PIN DRAG IS TOO LOOSE. IF ALL OKS GOOD TO YOU, IT MAY BE THE PCM. SPOKE TO TECH AT THE REQUEST OF KELLY KYLE. TECH BELIEVES THE VEHICLE IS REPAIRED. HARD WIRED THE CRANK SIGNAL AND GROUND CIRCUIT. I TOLD THE TECH TO REMOVE THE BACK OF THE C2 CONNECTOR AND GIVE THE PIN A VERY GOOD WIGGLE TEST. IF THE CONDITION DOES NOT HAPPEN, RELEASE THE VEHICLE. REASSIGN HARDWIRE CRANK SENSOR SIGNAL & GROUND FROM CRANK SENSOR CONNECTOR TO C2 AT PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011257998

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG1BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6316010511)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3270D2425)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 121606

Report#: SSV011257998
Open Date: 03/21/2011
Mileage: 344
Warr Built Dt: 12/16/2010
Supplier RP:

Zone/Cd: 35-60350
Name: PRINCE FREDERICK CHRYSLER JEEP
Address: 265 SOLOMONS ISLAND ROAD
 PRINCE FREDERICK, MD 206789802
Phone: 410 535-1200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE STALLS OUT AT SLOW SPEEDS AND CHACK ENGINE LIGHT ON REMOVED THE CRANK SENSOR THE STAMP NUMBER IS 10301 REPLACED THE CRANK SENSOR ERASED DTCS AND TEST DROVE CUSTOMER HAD THE VEHICLE FOR A WEEK AND THE CHECK ENGINE LIGHT CAME BACK ON WITH DTCS P0300,P0335,P0306,C121C COULD YOU PLEASE ORDER ME A KNOWN GOOD CRANK SENSOR

Service Action:NEED TO LOOK AT CKP DATE CODES. THERE WAS A BATCH OF DEFECTIVE SENSORS WITH DATE CODES 8/13, 8/14, AND 8/18/2010 THAT ENDED UP GETTING SHIPPED TO ENGINE PLANTS. CLEAN DATE ON SENSORS STAMP#10336. SENSORS WITH DATE CODE PRIOR TO 10336 ARE SUSPECT AND SHOULD BE REPLACED. CHECK PCM- C2 CONNECTOR PIN #88 FOR LOOSE CONNECTION. POSSIBLE CKP CONNECTOR TERMINAL ISSUES. OVERLAY THE 3 CKP CIRCUITS BETWEEN THE SENSOR AND PCM. KNOWN ISSUE \u0096 ALL APPLICATIONS (WK, WD, JS, JC, RT):\r\n\u00B7 FAULTY CRANK SENSOR \u0096 SENSORS WITH DATE CODE PRIOR TO 10336 ARE SUSPECT AND SHOULD BE REPLACED KNOWN ISSUE \u0096 JS ONLY:\r\n\u00B7 SPREAD TERMINALS IN PCM C2 (BROWN) ENGINE HARNESS CONNECTOR FOR CRANK SENSOR CIRCUITS \u0096

VEHICLES BUILT BEFORE 1/8/11 CLEAN POINT MAY HAVE THIS ISSUE:\r\nO PIN 88 (K925 DB/CY 20) \u0096 SENSOR RETURN (GROUND)\r\nO PIN 86(K24 BR/DB 20) \u0096
SENSOR SIGNAL\r\nO PIN 67 (F855 RD/YL 20) \u0096 5V SUPPLY TECH NEEDS A CRANK SENSOR ORDERED DUE TO DATE CODE . FORWARD TO FFB GROUP FOR CRANK
SENSOR ORDER . ORDERED CKP SENSOR. COMING OUT NY, ORDER NUMBER 3711** \r\nSENDING FASTRACK TIO GET THE SENSOR RETURNED TO QEC. REQUEST
NUMBER:32060 TECH STATES THE NEW CRANK SENSOR CAME IN AND THE DATE CODE SHOWS TO BE A SUSPECT SENSOR 10220 VERSUS 10336 VEHICLE STALLS OUT AT
SLOW SPEEDS AND CHECK ENGINE LIGHT ON REMOVED THE CRANK SENSOR THE STAMP NUMBER IS 10301 \r\nDUPLICATED : YES - TEST DRIVE AND GET WARM THEN TRY
TO START THE VEHICLE \r\nREPAIRS PARTS AND TESTS: WI TECH SCAN FOUND STORED DTCS P0335,P0300,C121C PERFORMED DIAGNOSTICS TEST P0335 GOT TO STEP 6
REPLACE CRANK SENSOR ,SENSOR IS ON RESTRICTION \r\n. ADVISE TECH TO TRY THE SENSOR AND SEE IF THE CONDITION PERSIST AND REPORT BACK WITH THE
RESULTS . JASON , CHECK YOUR EMAIL , WE HAVE SENT YOU A TEMPLATE FOR WITECH TO GET FREEZE FRAME DATA FOR WHEN THE CODES ARE SETTING. WE HAVE RE
ORDERED THE CRANK SENSOR FOR YOU , HAVE YOUR PARTS DEPARTMENT CONTACT THE PARTS DEPOT IN NEW YORK AND VERIFY THE DATE CODE BEFORE THE SENSOR
IS SHIPPED . UPLOAD THE FREEZE FRAME DATA BEFORE INSTALLING THE NEW CRANK SENSOR . THANKS . JASON, IS THERE AN UPDATE ON THIS VEHICLE REPLACED THE
ENGINE HARNESS FOUND THAT AFTER FURTHER DIAG IF I WIGGLED THE HARNESS NEAR THE PCM THE VEHICLE WOULD INTERMITTENTLY CUT OFF AND THE DTCS WOULD
RESET

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011262218

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG6BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6316010367)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
 #:K3370D2206)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 121409

Report#: SSV011262218
Open Date: 03/07/2011
Mileage: 34
Warr Built Dt: 12/14/2010
Supplier RP:

Zone/Cd: 71-43064
Name: WINDWARD DODGE CHRYSLER JEEP
Address: 46-177 KAHUHIPA ST
 KANE OHE, HI 96744
Phone: 808 233-6000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: NEW CAR-NOT SOLD-PDI-MIL ON-P0335 P0339.

Service Action: RIGHT CAM SENSOR IS BROKEN AT CONNECTOR END-SIDE IS MISSING-ADVISED TECH TO SWAP SENSOR /CLEAR CODE AND RETEST.NEEDS CAM SENSOR-STAR ORDERED PN#5149141AF. STAR ORDERED PART PN#05149141AF ORDER NUMBER : 5440** FASTRACK REQUEST NUMBER: 32108 TECH STATES THAT HE SWAPPED A CKP SENSOR OUT OF ANOTHER VEHICLE AND THE CONCERN IS STILL THERE.\r\nC2 CONNECTOR PIN #88 FOR LOOSE CONNECTION. POSSIBLE CKP CONNECTOR TERMINAL ISSUES. OVERLAY THE 3 CKP CIRCUITS BETWEEN THE SENSOR AND PCM. \r\n SPREAD TERMINALS IN PCM C2 (BROWN) ENGINE HARNESS CONNECTOR FOR CRANK SENSOR CIRCUITS \u0096 VEHICLES BUILT BEFORE 1/8/11 CLEAN POINT MAY HAVE THIS ISSUE:\r\nO PIN 88 (K925 DB/CY 20) \u0096 SENSOR RETURN (GROUND)\r\nO PIN 86(K24 BR/DB 20) \u0096 SENSOR SIGNAL\r\nO PIN 67 (F855 RD/YL 20) \u0096 5V SUPPLY REVIEWED WHILE AT DEALERSHIP, ISSUED WAS CONNECTOR 2, PIN 88 TERMINAL WAS SPREAD. VEHICLE WAS ROAD TESTED AND ENGINE NO LONGER HAD DIE OUT CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011255521

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC1FGXBN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 TOURING
 JSCE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6333010722)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3380D2542)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 010410

Report#: SSV011255521
Open Date: 03/02/2011
Mileage: 420
Warr Built Dt: 01/04/2011
Supplier RP:

Zone/Cd: 35-23246
Name: STETLER DODGE CHRYSLER JEEP
Address: 1405 ROOSEVELT AVE
 YORK, PA 174042284
Phone: 717 764-8888

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:ENGINE STALLS WHEN SLOWING TO MAKE A TURN. HAS HAPPENED TO CUSTOMER 3 TIMES. RESTARTS OK AND RUNS OK AFTER RESTARTED. NO TSB S FOUND AND NO DTC S. I HAVE OPENED THE HARNESS DOWN AT LEAST 6 INCHES FROM THE PCM CONNECTOR AND HAVE NOT FOUND ANY CHAFFING. I AM THINKING THE PROBLEM IS MOST LIKELY A MOMENTARY LOSS OF PCM POWER BUT HAVE NOT BEEN ABLE TO DUPLICATE THE CONDITION TO THIS POINT. THE FIREWALL HERE HAS PREVENTED ME FROM VIEWING THE ATTAC HED TEMPLATE. CAN YOU PLEASE HAVE THE TEMPLATE SENT TO THE FOLLOWING E-MAIL: ROCKYYOHE HOTMAIL.COM VEHICLE WAS DRIVEN APPROX. 70 MILES WITH DATA RECORDER ATTACHED. NO INCIDENT OF STALLING ENCOUNTERED. VEHICLE RELEASED BACK TO OWNER. NO ACTION TAKEN AT THIS TIME.

Service Action:GARY,UNPLUG THE PCM CONNECTORS AND INSPECT THE HARNESS AREA BACK APPROX. 3-5 INCHES FROM THE CONNECTOR...ENGINEERING HAS IDENTIFIED A CHAFF LOCATION ON/NEAR THE TRANS MOUNT, YOU MAY NEED TO PULL THE HARNESS COVERING BACK TO FIND THE CHAFFED WIRING. GARY,STAR WILL SEND YOU THE DATA RECORDING TEMPLATES THAT ENGINEERING WOULD LIKE YOU TO USE TO CAPTURE THE DIE OUT.I WILL SEND THEM TO YOUR EMAIL GSMITH GIAMBALVO.COM r\nCHECK

FOR ANY LOOSE OR SPREAD, BACKED OUT TERMINALS, WIGGLE TEST THE HARNESS SEE IF THE DIE OUT CAN BE INDUCED. PERFORM A ETC RELEARN ALSO IF NEEDED.
GARY, CHECK YOUR INBOX, LET ME KNOW WHEN YOU UPLOAD THE RECORDING TO SUPPORT. RE-SENT TEMPLATE GARY, IF THE CONCERN CANNOT BE DUPLICATED, CLOSE
THE CASE ON YOUR END AND WE WILL CLOSE IT HERE AT STAR. COULD NOT DUPLICATE CONDITION. NO REPAIRS ATTEMPTED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011226013

Vehicle Information

Repair Information

Dealer Information

VIN: 1C3BC2FG7BN [REDACTED]
Model Year: 2011
Make/Model: CHRYSLER
 200 LIMITED
 JSCL41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6333010140)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3370D1507)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 122113

Report#: SSV011226013
Open Date: 02/14/2011
Mileage: 43
Warr Built Dt: 12/21/2010
Supplier RP:

Zone/Cd: 71-60313
Name: CRYSTAL CHRYSLER, JEEP, DODGE
Address: 36-444 AUTO PARK DRIVE
 CATHEDRAL CITY, CA 922346500
Phone: 760 324-4557

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment: DIEOUT, MIL ON. FAULT P0335. CRANK SENSOR CIRCUIT. DIED WHILE DRIVING OFF OUR LOT. REPLACED CRANK SENSOR, CONDITION STILL EXISTS. WHILE INSPECTING AND RELOAD TESTING WIRING FOUND THAT BY MANIPULATING SENSOR GROUND WIRE AT PCM (K925 DB/GY 20) ENGINE WOULD DIE OUT. ISSUE NOW IS HOW TO REPAIR IT! CAN T FIND A PROCEDURE TO REMOVE WIRE FROM THIS TYPE OF CONNECTOR AND EVEN IF WE COULD, NOT SURE (SINCE VEHICLE IS SO NEW) THAT WE COULD GET A TERMINAL REPAIR PACKAGE. REPLACE WIRING HARNESS CHECKED HERE ([HTTP://DTO.VFTIS.COM/MOPAR/DISCLAIMER.ASP](http://dto.vftis.com/mopar/disclaimer.asp)) NOT MUCH LUCK. ANY IDEAS UPDATE!!!! APPEARS I WAS LEFT OUT OF THE LOOP. TECHNICIAN TELLS ME THAT HE WAS ABLE TO REMOVE THE WIRING FROM THE MOLD AND CHECKED IT FOR PROPER CONNECTION ETC. ALL LOOKED OK. HE STATES THAT HE \ TIGHTENED THEM\ . PERFORMED \ WIGGLE TEST\ MULTIPLE TIMES AND DROVE THE VEHICLE WITHOUT DIE OUT CONDITION RETURNING. WILL ROADTEST VEHICLE 100 MILES TONIGHT. STILL CURIOUS ABOUT A WIRING REPAIR THO. SORRY FOR THE CONFUSION THUS FAR.

Service Action: VERIFY CRANK SENSOR CONNECTOR IS FULLY LATCHED-CLEAR CODE AND RETEST. 2CND REPAIR-STAR ORDERED CRANK SENSOR PN#05149167AD ORDER NUMBER :

3003** HAVE PARTS DEPT PLACE ON VOR TO EXPEDITE SHIPPING ON FASTRACK REQUEST NUMBER: 31761 STAR CONTACTED DEALER TO UPDATE CASE-TALKED TO DAVE YANOS-TECH STATED WHILE INSPECTING AND LOAD TESTING WIRING HE FOUND THAT BY MANIPULATING SENSOR GROUND WIRE AT PCM- C2 CONNECTOR PIN 38 - TERMINAL 1-CRANK SENSOR CICUIT (K925 DB/GY 20)ENGINE WOULD DIE OUT.FOUND BAD TERMINAL CRIMP-POOR CONNECTION-POOR PHYSICAL CONTACT BETWEEN PIN AND TERMINAL-SQUEEZED-TERMINAL DOWN TO GET A BETTER DRAG CONTACT ON PIN-CLEARED CODE-TEST DROVE HARD FOR 100 MILES OVER BUMPY ROAD-CODE DID NOT RESET-VEHICLE FIXED.STAR ADVISED TECH NO FURTHER REPAIR AT THIS TIME-IF CODE RESETS TO REPLACE C2 CONNECTOR AT PCM-PN#05083223AB REPAIRED WIRING AT PCM (K925). ROADTESTED 100 MILES TO VERIFY REPAIR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011211765

Vehicle Information

Repair Information

Dealer Information

VIN: 1B3BD1FG2BN [REDACTED]
Model Year: 2011
Make/Model: DODGE
 AVENGER SXT
 JSDE41
Engine: ERB-3.6L V6 24V VVT Engine (Ser #:6334010017)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3380D2022)
Plant: STERLING HEIGHTS ASSEMBLY PLANT
MDH: 010414

Report#: SSV011211765
Open Date: 02/03/2011
Mileage: 4
Warr Built Dt: 01/04/2011
Supplier RP:

Zone/Cd: 71-52979
Name: HUNTER DODGE CHRYSLER JEEP
Address: 1130 AUTO MALL DR
 LANCASTER, CA 935343292
Phone: 661 948-8411

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:VEHICLE DIES WHILE DRIVING NO CODES REMOVED INTAKE ENGINE WAS RUNNING LIKE A VALVE HAD BURNT OR STUCK OR DROPPED. FOUND DEBRIS IN THE INTAKE VALVE (CASTING OR PLASTIC NOT SURE)\r\n SERVICE MANAGER TOOK PHOTOS IF YOU WOULD LIKE THEM PLEASE SEND HIM A E-MAIL AT SERVICE HUNTERDODGE.COM. STOP WORKING ON NEW CAR DUE TO 3.6L. PLEASE ADVISE ON ENGINE REPAIRS OR RETURN OF VEH FOR INSPECTION. THANKS JOHM M

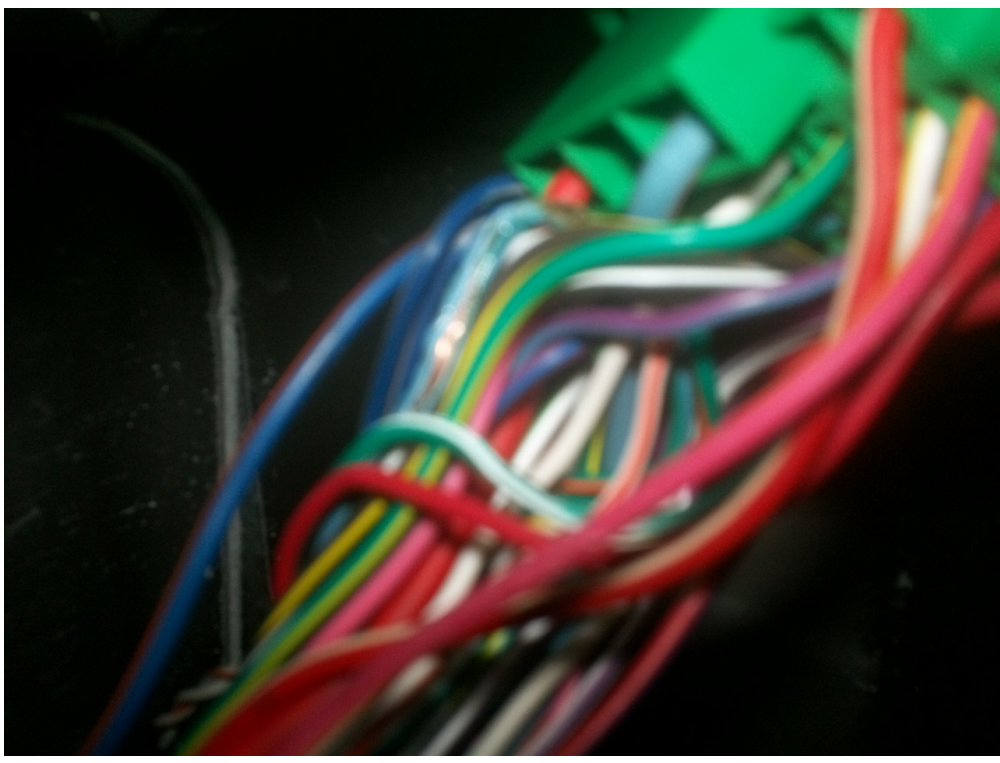
Service Action:RAUL WHAT IS YOUR FUEL PRESSURE WHEN THIS HAPPENS AND DOES IT START WRIGHT BACK UP TECH STATES THE CONDITION HAS BEEN DUPLICATED , FUEL HAS BEEN ADDED AND THE VEHICLE RUNS BUT STILL STALLS OUT INTERMITTENTLY WITH NO CODES SETTING . ADVISE TECH TO CHECK ALL MAJOR UNDER HOOD CONNECTORS FOR POOR CONNECTION AND PIN RETENTION . ADVISE TECH TO CHECK THE FUEL PUMP CONNECTION . ADVISE TECH IF POSSIBLE TO GET A DATA RECORDING OF THE STALL OUT CONCERN . ADVISE TECH TO CHECK FOR RAW FUEL IN THE CHARCOAL CANISTER . RAUL, ENGINEERING IS REQUESTING \ MARKS DATA\ INFOR FROM THE WI-TECH ON THIS VEHICLE. HERE IS THE PROCESS TO ACCESS THAT DATA:\r\nTO GET TO THE MARKS DATA PAGE DO THE FOLLOWING:\r\n\r\n1. FROM THE MAIN PAGE (MODULE

OVERVIEW) SELECT \u0093MONITORS\u0094\r\n2. SELECT OBDII MONITORS\r\n3. SELECT \u0093CAM/CRANK SYNC MONITORS\u0094\r\n\r\nALL THE ELEMENTS WILL BE SHOWN THERE.\r\n\r\nLET ME KNOW WHEN YOU GET IT AND I LL LET ENGINEERING KNOW. 899-799-1692 EXT 1233 LEON SENT EMAIL TO YOUR SERVICE MANAGER TO SEE PHOTOS OF THE ENGINE DAMAGE.\r\n\r\nWILL REVIEW AND ADVISE. SENT EMAIL TO YOUR SERVICE MANAGER TO SEE PHOTOS OF THE ENGINE DAMAGE.\r\n\r\nWILL REVIEW AND ADVISE. CONTACTED TECH ABOUT CONCERN OF DEBRIS IN THE INTAKE VALVE. TECH NOT AVAILBLE, SM STATES THAT THE DEBRIS LOOKS LIKE A WIRING HARNESS CHRISTMAS TREE.\r\n\r\nSM TO SEND PHOTO OF THE DEBRIS AND WIL REQUEST LEAKDOWN TEST ON PROBLEM CYLINDER. PLEASE SEND RESULTS OF TEST FOR REVIEW. TECH STATES AFTER PULLING INTAKE MANIFOLD AND REMOVING PLASTIC TEE FROM INTAKE VALVE THE ENGINE RUNS OK.TECH STATES THERE IS WHITE STUFF COMING OUT OF COILS.\r\n\r\nSTAR ADVISES TECH TO TAKE PICTURES AND EMAIL THEM TO MDW74 CHRYSLER.COM.STAR WILL REVIEW THEM AND CALL TECH BACK. PLASTIC CLIP

Correction:

Issue Number: WT3878KK033111
 Business Group: Customer Advocate Group
 Location: Customer Advocate Group
 Issue Type: Non-Powertrain
 Category: Pre-Delivery Quality
 Reported By: Kyle, Kelly
 Phone: + 1 248 576 8914
 Created On: 02/02/2011

Images: 5



<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
JS	BN [REDACTED]	42	122307	62125	ERB 6321 0100 57	DG2 K337 0D22 17	

CONCERN #1
Customer Concern:

FEW# 44269
 Engine stalls and will restart.

Root Cause:

DASH HARNESS HAS A SHORT AND A DAMAGED WIRE UNDER THE DASH. THE LOCATION IS BY C101, BEHIND LEFT KICK PANEL. IN THE AREA OF THE BRAKE PEDAL. THE WIRE IS THE ONLY THING DAMAGED, THE TECH STATED THE HARNESS DID NOT LOOK PINCHED OR SMASHED IN ANY WAY.

Repair Action:

Issue Number: WT3878KK033111
Business Group: Customer Advocate Group
Location: Customer Advocate Group
Issue Type: Non-Powertrain
Category: Pre-Delivery Quality
Reported By: Kyle, Kelly
Phone: + 1 248 576 8914
Created On: 02/02/2011

Images: 5



<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
JS	BN [REDACTED]	42	122307	62125	ERB 6321 0100 57	DG2 K337 0D22 17	

Dealer will replace damaged wiring.

TSB Group: 08 **Repair Successful: Y**



Issue Number: WT3878KK033111
Business Group: Customer Advocate Group
Location: Customer Advocate Group
Issue Type: Non-Powertrain
Category: Pre-Delivery Quality
Reported By: Kyle, Kelly
Phone: + 1 248 576 8914
Created On: 02/02/2011

Images: 5

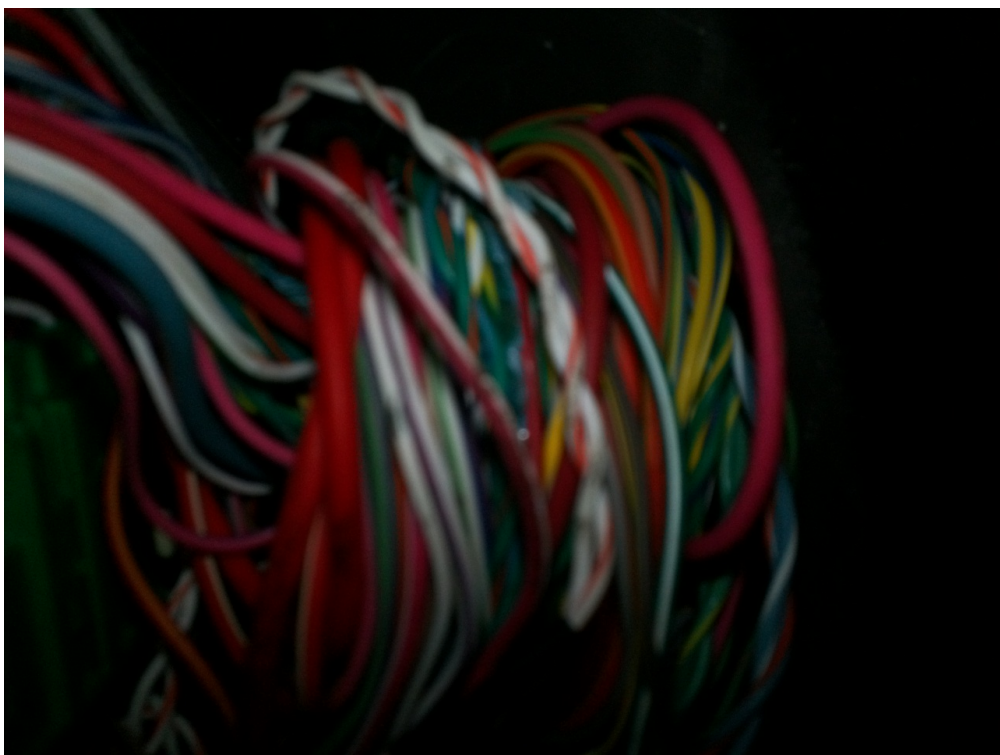


<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
JS	BN [REDACTED]	42	122307	62125	ERB 6321 0100 57	DG2 K337 0D22 17	



Issue Number: WT3878KK033111
Business Group: Customer Advocate Group
Location: Customer Advocate Group
Issue Type: Non-Powertrain
Category: Pre-Delivery Quality
Reported By: Kyle, Kelly
Phone: + 1 248 576 8914
Created On: 02/02/2011

Images: 5



<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
JS	BN [REDACTED]	42	122307	62125	ERB 6321 0100 57	DG2 K337 0D22 17	

Issue Number: WT3878KK033111
Business Group: Customer Advocate Group
Location: Customer Advocate Group
Issue Type: Non-Powertrain
Category: Pre-Delivery Quality
Reported By: Kyle, Kelly
Phone: + 1 248 576 8914
Created On: 02/02/2011

Images: 5



<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
JS	BN [REDACTED]	42	122307	62125	ERB 6321 0100 57	DG2 K337 0D22 17	

District Managers/Other



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
-------------	------------------	----------	-----------	---------	---------

** No Parts Information Available

Issue Number: WT3878KK034111
Business Group: Customer Advocate Group
Location: Customer Advocate Group
Issue Type: Base Engine
Category: Pre-Delivery Quality
Reported By: Kyle, Kelly
Phone: + 1 248 576 8914
Created On: 02/03/2011

Images: 4



<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
JS	BN [REDACTED]	4	010414	52979	ERB 6334 0100 17	DG2 K338 0D20 22	

CONCERN #1
Customer Concern:

FEW #44416
Engine stalls

Root Cause:

Plastic Christmas tree fastener stuck in intake valve.

Repair Action:

Removed fastener.

Issue Number: WT3878KK034111
Business Group: Customer Advocate Group
Location: Customer Advocate Group
Issue Type: Base Engine
Category: Pre-Delivery Quality
Reported By: Kyle, Kelly
Phone: + 1 248 576 8914
Created On: 02/03/2011

Images: 4



<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
JS	BN [REDACTED]	4	010414	52979	ERB 6334 0100 17	DG2 K338 0D20 22	

TSB Group: 10

Repair Successful: Y

Issue Number: WT3878KK034111
Business Group: Customer Advocate Group
Location: Customer Advocate Group
Issue Type: Base Engine
Category: Pre-Delivery Quality
Reported By: Kyle, Kelly
Phone: + 1 248 576 8914
Created On: 02/03/2011

Images: 4



<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
JS	BN [REDACTED]	4	010414	52979	ERB 6334 0100 17	DG2 K338 0D20 22	

Issue Number: WT3878KK034111
Business Group: Customer Advocate Group
Location: Customer Advocate Group
Issue Type: Base Engine
Category: Pre-Delivery Quality
Reported By: Kyle, Kelly
Phone: + 1 248 576 8914
Created On: 02/03/2011

Images: 4



<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
JS	BN [REDACTED]	4	010414	52979	ERB 6334 0100 17	DG2 K338 0D20 22	

District Managers/Other



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
-------------	------------------	----------	-----------	---------	---------

** No Parts Information Available